



WordPress

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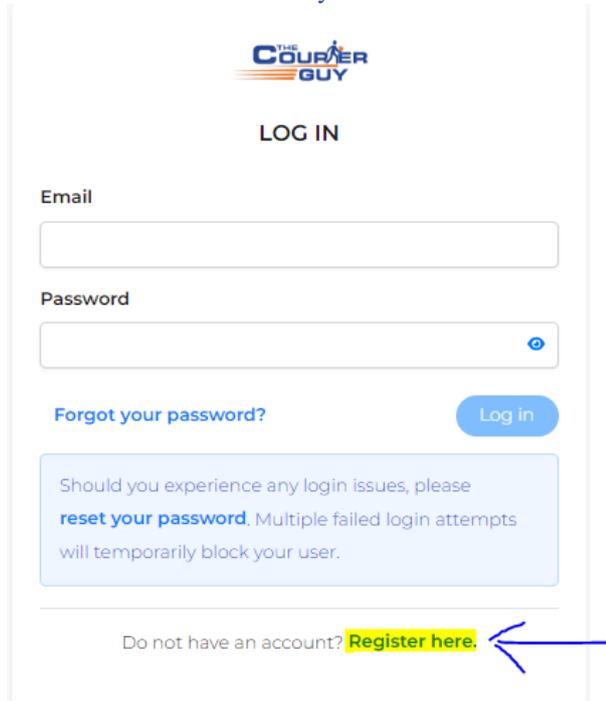
Thank you for using our free WordPress plugin. Version 5.1.2 was released on July 22, 2024, and includes several updates to improve performance and compatibility.



We would love to handle your package.



You can also contact sales if you need to create a **sandbox (test) account** for development or testing purposes.



THE COURIER GUY

LOG IN

Email

Password

Forgot your password? Log in

Should you experience any login issues, please **reset your password**. Multiple failed login attempts will temporarily block your user.

Do not have an account? **Register here.**

Testing Environment (Sandbox Mode)

If you're using a test account, make sure to update the plugin settings with your sandbox **account number** and **API key**, then save the changes.

To create a free sandbox (test) account, register here:

<https://sandbox.shiplogic.com/register>

Please note the following about the sandbox environment:

3. **Prices shown are for testing only** – they are demo rates and do not reflect actual courier charges. For example, pricing will not change even if you add 100 items to the cart.
ECO Rate can be used for all test shipments, whether local, national, or regional.
4. **International quotes are not supported** in the sandbox; it will not return prices for addresses outside South Africa.

You'll know you're working in sandbox mode if you see the test environment logo (also visible on any waybills generated during testing).



How to Create an API Key

As of plugin version 5.1.0, **only the API key is required**—the access key and ID have been discontinued and are no longer supported.

To generate your API key, follow these steps:

1. **Log in to your account**
Sign in as the **Account Owner** at:
<https://portal.thecourierguy.co.za/login>

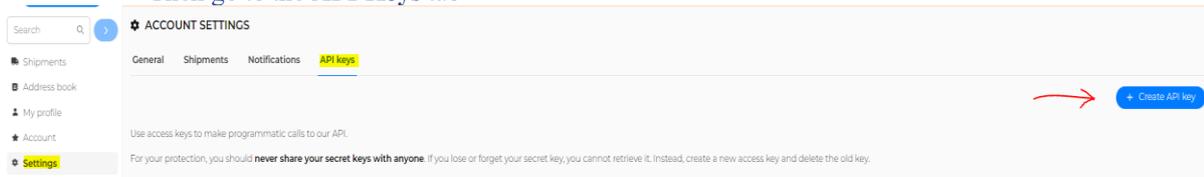
Only the Account Owner has access to the "Settings" menu.



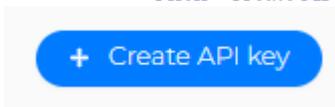
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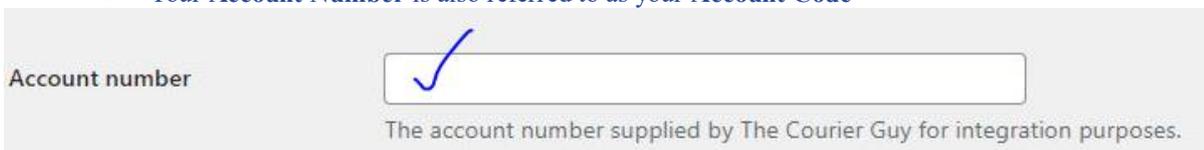
- Navigate to the API Key section
 - In the left-hand menu, click on **Settings**
 - Then go to the **API Keys** tab



- Create your API Key
 - Click the “+ Create API key” button
 - This will generate an Access/Bearer Token
 - You can leave the username field blank
 - Click “Create API key” to finalise



- Locate your Account Number
 - Go to the **Account** menu
 - Your **Account Number** is also referred to as your **Account Code**



Use this API key and account number in your plugin settings to enable courier quoting.

Download and Install the Plugin

Step 1: Download and Install

You can download the latest version (5.1.2) of *The Courier Guy* WordPress plugin here:

<https://en-zh.wordpress.org/plugins/the-courier-guy/>



Before installing, **make sure your Cart and Checkout pages are created using shortcodes**. By default, WooCommerce uses Gutenberg blocks, which are currently not fully compatible with this plugin.

Use the following shortcodes:

- Cart: `[woocommerce_cart]`
- Checkout: `[woocommerce_checkout]`

Step 2: Configure WooCommerce Shipping

- In your WordPress dashboard, go to: WooCommerce → Settings → Shipping
- Create a **Shipping Zone** named **South Africa**.
- Add a **Shipping Method** and choose **The Courier Guy**.
- Click **Edit** on the newly added shipping method to configure it.



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Disable Cart Shipping Calculator (Important)

To ensure accurate testing, please use the plugin **only on the Checkout page**. The plugin is **not compatible** with the Cart or Basket shipping calculator in WordPress.

We recommend disabling the Cart Shipping Calculator using the following steps:

1. In your WordPress dashboard, go to:
WooCommerce → Settings → Shipping
2. Click on **Shipping Options** (located next to Shipping Zones)
3. Uncheck the option labelled "**Enable the shipping calculator on the cart page**"

This ensures that shipping quotes are only calculated at checkout, where the plugin is fully supported.

General Products **Shipping** Payments Accounts & Privacy Emails Integration Advanced

Shipping zones | **Shipping options** | Shipping classes

Shipping options

Calculations

- Enable the shipping calculator on the basket page
- Hide shipping costs until an address is entered

Shipping destination

- Default to customer shipping address
- Default to customer billing address
- Force shipping to the customer billing address

Debug mode

- Enable debug mode

Enable shipping debug mode to show matching shipping zones and to bypass shipping rate cache.

Save changes

Understanding Courier Rates and Labels

Once testing is complete and the plugin is working correctly, you can:

- Customise or rename courier service labels such as **LOX**, **LOF**, or **ECO**
- Override the default prices for these services if needed

These changes should only be made **after you've verified the plugin is generating accurate quotes**.

Services and Calculations Explained (Important)

The Courier Guy's shipping rates and services are calculated based on the **collection and delivery addresses**, and are divided into three service areas:

- **Local**
- **National**
- **Regional**

Choosing the Right Service

- **LOF (Local Overnight Flyer):**
Use this if you only send flyers.



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- **LOX (Local Overnight Parcel):**

Use this for parcels or if you want to offer just one local service option for both flyers and parcels.

Note: For **local shipments over 30kg**, only the **ECO** service will be available.

- **ECO (Economy):**
This is the most affordable option for **national** shipments.
- **ECOR (Economy Regional):**
For **regional** shipments, ECOR is the cheapest and is calculated the same way as ECO.

ECO and ECOR use the same pricing formula.

Test Mode Responses

In test mode, here's what you can expect:

- **National Shipments:**
Only **ECO** and **OVN** services will appear.
- **Regional Shipments:**
Only **ECOR** and **OVNR** services will be returned.
- **Local Shipments:**
You'll typically see **LOF**, **LOX**, or **ECO**, depending on the weight.

Fuel Charge Label

You may notice a "**Fuel charge**" line in the quote. This is part of the standard API response and is **only a label**—it does not affect the total price.

The pricing will match what you see on The Courier Guy's website.

If you'd like to remove or rename this label, you can do so using the plugin's "**Label Override**" feature (explained later in this guide).

SHIPPING

- The Courier Guy ECO: Fuel charge: R180.53
- The Courier Guy OVN: Fuel charge: R437.41

SHIPPING

- The Courier Guy LOF: Fuel charge: R114.41
- The Courier Guy LSF: Fuel charge: R114.41
- The Courier Guy LOX: Fuel charge: R124.98
- The Courier Guy LSE: Fuel charge: R124.98
- The Courier Guy LSX: Fuel charge: R680.43



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National Areas Recognised by ECO and OVN Services

The following cities are classified as **National** in the system for ECO and OVN services:

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

Understanding Weight Calculations

When a quote is generated, both **actual weight** and **volumetric weight** are considered. The **greater of the two** will be used as the **charged weight**.

- **Actual Weight:** The weight you've entered for the product.
- **Volumetric Weight:** Calculated using a formula (explained later in this guide).

Charge Weight = The higher of actual weight or volumetric weight

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



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

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	5000	0	40	FALSE



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		delivered by 17:00 the same day.				
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 delivered during the next business day.	5000	0		TRUE
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

Exclude Rates/service example (Set after testing is complete)

Example of exclude rates (allow LOF, LOX, ECO & ECOR)

Note SPX = special deliver (unknown places not geo mapped, must go to special quotes)

Why is there a **"Fuel charge"**? -> This is the standard API call response, it as a label the price will be the same on our site and we remove this label.



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Label Override example (Set after testing is complete)

What does it do... This changes the default return result such as “The Courier Guy LOF: Fuel charge” to show as “Flyer Bag” on your checkout page

You can change this to anything you like such as “local delivery” or “Courier” for example.

Why is there a “Fuel charge”? -> This is the standard API call response, it as a label the price will be the same on our site and we remove this label.

Label Override Per Service

The Courier Guy LOF: Fuel charge - Flyer Bag

Select a Service

- The Courier Guy AIR: Fuel charge
- The Courier Guy ECO: Fuel charge
- The Courier Guy ECOR: 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 LOF: Fuel charge - Flyer Bag**
- The Courier Guy LOX: Fuel charge - Packed in a box
- 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

Height of the Flyer - required

Parcels - Flyer Size

Length of Flyer (cm)

Width of Flyer (cm)

Height of Flyer (cm)

Price Rate/Service Override per Service (Set only after testing is complete)

You can set a flat rate for your customers for local, national and regional

You need to click on the “Select a Service” drop down to view which rate is set or to set each rate/service

Please note if you are on a 30 day account, the fuel surcharge will still be added to your price for example ECOR set to R100 could show as R120.70

Step 1 select the rate and set the price (click anywhere else to continue or select another rate to change, remember to save the plugin settings)

Price Rate Override Per Service

The Courier Guy ECO: Fuel charge - R 99.00

R 99.00

These prices will override The Courier Guy rates per service.
Select a service to add or remove price rate override.
Services with an overridden price will not use the 'Percentage Markup' setting.

The view should revert back to the default

Price Rate Override Per Service

Select a Service

These prices will override The Courier Guy rates per service.
Select a service to add or remove price rate override.

Click on the drop down to view the set price



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Price Rate Override Per Service

Label Override Per Service

Parcels - Flyer Size

Select a Service

AIR: Airfreight

ECO: Economy (Domestic Road Freight) - R 99.00

LLS: Local Late Sameday

LOF: Local Overnight Flyer

LOX: Local Overnight Parcels

LSE: Local Sameday Economy

LSF: Local Sameday Flyer

LSX: Local Sameday Express

NFS National Flyer Service

OVN: Overnight Courier

SDX: Express Sameday

SPX : Special Trip

Please note “percentage markup” will not work if you override the price (Set only after testing is complete)

Price Rate Override Per Service

These prices will override The Courier Guy rates per service.
 Select a service to add or remove price rate override.
 Services with an overridden price will not use the 'Percentage Markup' setting.

Enable Specific Shipping Options (most developers leave this blank, we recommend a markup if you do)

This is optional but if you are expecting customers from Plot / Farm I would recommend turning this on to allow your customers to add the surcharge

Enable Specific shipping options

Power station Hospital Plot / Farm Tender

Chain stores Manual waybill charge After hours delivery

After hours collection Public holiday collection

Saturday delivery Earlybird Saturday collection

Public holiday delivery Liability

Select the shipping options that you wish to always be included from the available shipping options on the checkout page.



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Testing (This Step is Important)

To verify that the plugin is working correctly, you'll need to run a few test shipments. With the default settings, the plugin requires the following **four inputs** to generate quotes:

1. **Account Number**
2. **Address and Suburb** (must be recognised on Google Maps, with a valid phone number and email address)
3. **API Key**
4. **Test Product** with shipping dimensions:
5cm x 3cm x 1cm @ 1kg

*Dimensions must be in **cm** and weight in **kg**. Avoid using decimal values like 0.08kg, which will be rounded up to 0.1kg.*

Step-by-Step Testing

Use The Courier Guy portal or sandbox (test) environment to compare prices and test services:

- **Live Portal:** <https://portal.thecourierguy.co.za/login>
- **Sandbox (Test):** <https://sandbox.shiplogic.com/login>

The sandbox returns demo prices. Use it to confirm quote generation and test dimensions.

Test Scenarios

Use the following **addresses and services** to check quote behaviour across local, national, and regional deliveries:

1. Local Delivery
 - Service to test: LOF or LOX
 - Example route: Johannesburg (JHB) to Johannesburg (JHB)
 2. National Delivery
 - Service to test: ECO
 - Example route: Johannesburg (JHB) to Cape Town (CPT)
 3. Regional Delivery
 - Service to test: ECOR
 - Example route: Johannesburg (JHB) to Kuruman or Kathu, Northern Cape
-

Test Shipment Dimensions

Use the following items when generating quotes:

- **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 (duplicate):** 100cm x 10cm x 72cm, weight = 10kg

Test each service type with the above dimensions to confirm that quotes return correctly in your checkout process.

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

Company name = The Courier Guy – Cape Town



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Street address = King Air Industrial, 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, OVNR (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

Company name = Pimville SPCA
Street address = Pimville SPCA
Suburb = Pimville
City = Johannesburg
Province = Gauteng
Postal code = 1859

WordPress Setup After Receiving Quotes

Once you've received the quotes from The Courier Guy (via the portal or sandbox), follow these steps to configure the plugin in WordPress:

- 1. Log Into WordPress**
 - Go to your WordPress dashboard and navigate to:
WooCommerce → Settings → Shipping
- 2. Create a Shipping Zone**



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- Add a new **Shipping Zone** called "**South Africa**".
- 3. Add Shipping Method**
 - Within the **South Africa** shipping zone, add a **Shipping Method** and select "**The Courier Guy**".
 - 4. Edit the Shipping Method**
 - Click **Edit** to configure the shipping method.
 - 5. Clear Settings for Testing**
 - Reset certain settings, including:
 - **Exclude Rates**
 - **Percentage Markup**
This helps avoid any interference with test results and ensures you're getting accurate quotes during the testing phase.
 - 6. Test with Full, Valid Address**
 - Use a **valid address** that can be found on Google Maps.
 - Make sure to include a **phone number** and **email address**, and verify that the **province** matches the address.
 - 7. Set Product Dimensions**
 - Ensure the **flyer** you're testing is set to the correct dimensions:
30cm x 40cm x 8cm (2kg)
 - 8. Turn Off Auto Submit for Collection Orders**
 - **Important:** Disable the "**Automatically Submit Collection Order**" option until you're certain everything is working as expected.
 - This option can be found in the plugin settings.
 - **Reason for disabling:** Auto-submit can confuse customers, as they may not understand why the driver arrives unexpectedly if a collection order is automatically created.

Instead, you can create shipments manually from the **Orders Page** when the shipment is ready.

Automatically Submit
Collection Order

Automatically Submit Collection Order

This will determine whether or not the collection order is automatically submitted to The Courier Guy after checkout completion.

Testing Product Setup and Checkout in WordPress

- Go to the WordPress Products Page
 - Log into your WordPress dashboard and go to the Products section.
-
- Test Account Balance
 - If you are testing on a **live account**, ensure you have a balance of approximately **R500** to create the test shipment.
 - **Note:** If you cancel the shipment, your account will automatically be refunded.
 - Alternatively, you can use the **sandbox environment** to test if you don't have funds.
-
- Create Two Test Products
 - **Test Product 1:**
Set the following dimensions:
 - Shipping Dimensions: 5cm x 3cm x 1cm
 - Weight: 0.5kg
- This is a small item that will be packed into a flyer.
- **Test Product 2:**
Set the following dimensions:
 - **Shipping Dimensions:** 100cm x 10cm x 72cm
 - **Weight:** 10kg
- This represents a large item (e.g., flat-screen TV) that is shipped **unpacked** in the box it comes in.



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4. Set Product 2 Settings in WordPress

- For **Test Product 2**, go to the product settings and select “**Always pack as single parcel**”.

This ensures that the product is treated as one parcel when calculating shipping.
(Refer to the screenshot below for the setting.)

The Courier Guy Settings

Free Shipping:

Always pack as single parcel: 

Prohibit The Courier Guy:

5. Update and Save

- Save the settings for both test products after making the changes.

6. Test Checkout

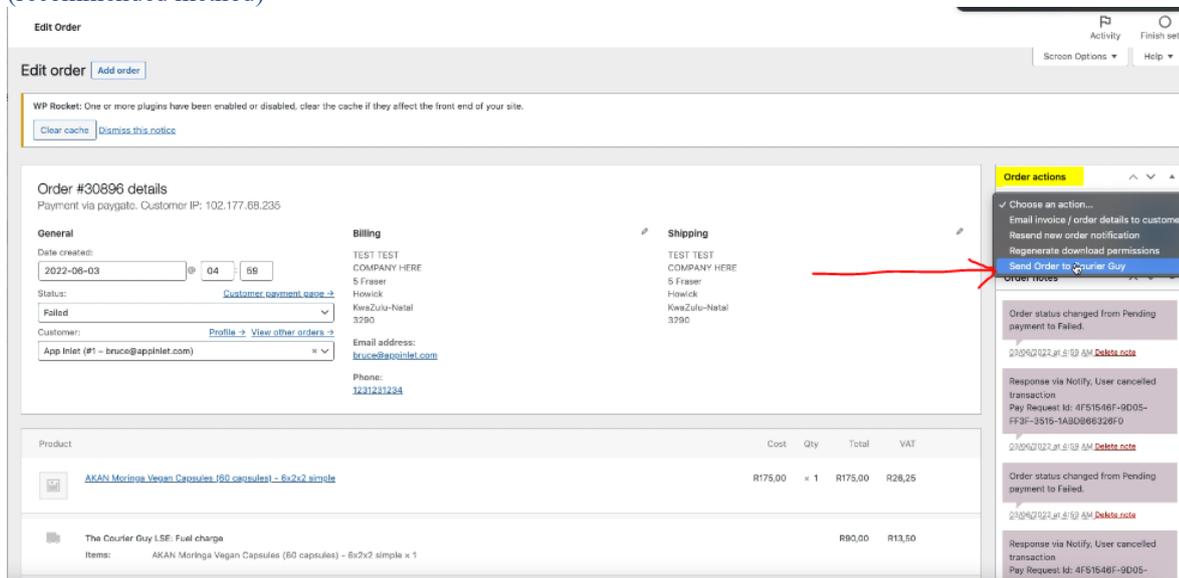
- Go to the **WordPress website** and begin the checkout process:
 - Add **5 x Test Product 1** to your cart.
 - Add **2 x Test Product 2** to your cart.
- Complete the Checkout:
 - Proceed to the payment section, but you do not need to complete the payment.
 - Simply close the page after the checkout process is finished.

Orders Page -> How to create a shipment

Go to Orders Page on WordPress back end

Go to “Orders” page on WordPress

Edit the order and select order actions “Send order to The Courier Guy” to manually create the test shipment (recommended method)



The screenshot shows the 'Edit Order' interface for order #30896. The order is for 'AKAN Moringa Vegan Capsules (60 capsules) - 6x2x2 simple'. The 'Order actions' dropdown menu is open, and the option 'Send Order to Courier Guy' is highlighted with a red arrow. Other options in the menu include 'Email invoice / order details to customer', 'Resend new order notification', and 'Regenerate download permissions'. The order status is 'Failed'.

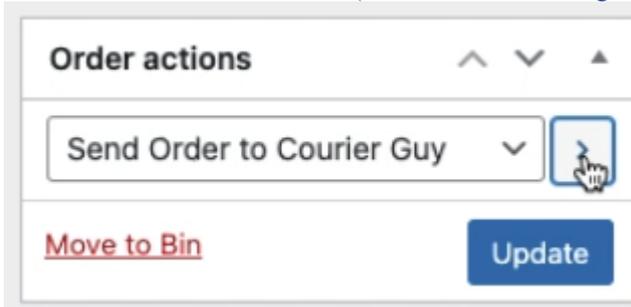
Select the drop down and select “Send Order to Courier Guy” click on the right arrow (make sure you have enough balance and "do not click on Update" this will create a duplicate)



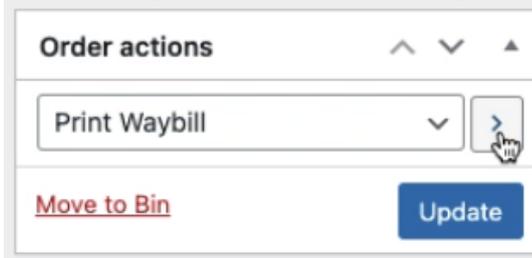
We would love to handle your package.



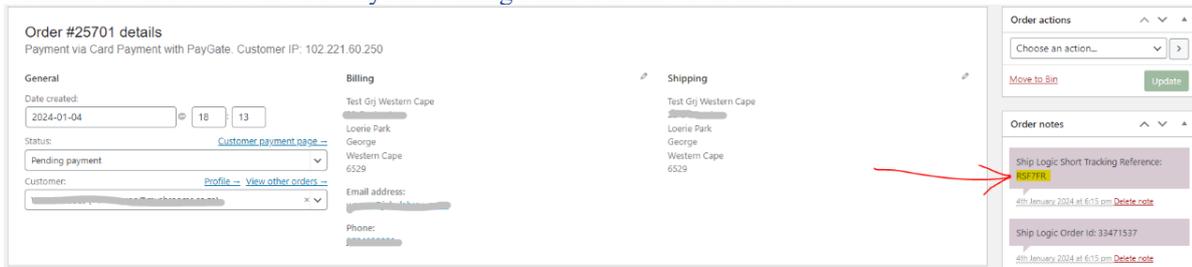
Check the order notes for errors (check the installation guide for common errors)



Select the drop down and select "Print Waybill" click on the right arrow



Confirm the order success and waybill/tracking number in the order notes



Cancel test shipment on The Courier Guy

Log into The Courier Guy and cancel the shipment (The cost will be reversed)

Right click on the shipment to cancel



We would love to handle your package.



-  Open shipment
-  Download waybill
-  Manage POD files
-  View tracking events
-  View communication log
-  View audit trail
-  Track this shipment
-  Duplicate this shipment
-  Return this shipment
-  **Cancel shipment**

Check the following on the waybill
 What dimensions are submitted?
 How many items or parcels?
 Service selected example ECO, ECOR, LOF and LOX
 Confirm the address is correct and check if there are any surcharges.

You should get a quote similar to the following if you followed the test
 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

Example of high risk

To test high risk surcharge try the following address test date = 14/11/2022
 Pimville SPCA
 Province = Gauteng
 Pimville, Johannesburg, 1859

Economy (ECO) R 330.63

Expect delivery between 3 - 4 business days.

Expected collection date: Tomorrow, 15 Nov 2022

Expected delivery date: Fri, 18 Nov 2022 - Mon, 21 Nov 2022

No Samedays

Regional 24hr

High Risk Area

[Hide details](#)

Base rate: R 261.63
High risk: R 69.00

If you set your large size box to 100 x 100 x 100
 You can expect to get a quote similar to below of R1717.53 for ECO JHB to Durban



We would love to handle your package.



Economy (ECO)

R 1717.53

Expect delivery between 3 - 4 business days.

Base rate: R 1 717.53

* Insufficient funds

Troubleshooting Incorrect Quotes

If you encounter incorrect quotes, follow these steps to troubleshoot:

1. Create a Quote on The Courier Guy Portal
 - First, create a test quote on the **The Courier Guy portal** to compare it with the test results you get from the plugin.
2. Clear Plugin Settings
 - Go to your plugin settings and **clear the following**:
 - Exclude Rates
 - Percentage Mark-up
 - Price Rate Override
 - Label Override (if any)
 - VAT Setting (ensure you've confirmed whether VAT is on or off)

Important: Please **do not skip** this step. Ensure **Price Rate Override** is not set (it should be left blank by default). If it's set, reset it to blank.

3. Replicate Checkout Process
 - Replicate the checkout process by adding products to the cart and proceeding to the payment stage.
 - You do not need to complete payment — simply click on "Make Payment" then you'll find your order on the **Orders Page**.
4. **Send Order to The Courier Guy**
 - In the **Orders Page**, find your order and click **Edit**.
 - In the **Order Actions** dropdown, select "**Send order to The Courier Guy**".
5. **Cancel the Shipment**
 - Log into The Courier Guy and **cancel the shipment**.
 - The cost will be reversed upon cancellation.
 - To cancel the shipment, **right-click on the shipment** and select **Cancel**.
6. Check the Waybill
 - Review the **waybill** and confirm the following:
 - a. **Dimensions** submitted by the plugin — How do they compare to your test quote?
 - b. **Number of items or parcels** listed — Is this correct?
 - c. **Service selected** — Check whether the correct service (ECO, ECOR, LOF, LOX, etc.) is selected.
 - d. **Address** — Ensure the shipping address is correct and matches what you've set in the plugin.

How the Plugin Retrieves a Quote (Important)

The plugin does not calculate shipping directly. Instead, it uses your **product shipping dimensions** to try and pack the items listed on the **checkout page** into the target dimensions configured in the plugin settings. The target dimensions typically include:

- **Flyer**
- **Medium-sized box**
- **Large-sized box**



We would love to handle your package.



Packing Behaviour:

- If you enable “Always pack as single parcel”:
 - The plugin will skip the packing process and use the shipping dimensions you've entered for the product.
 - This setting is helpful for items that don't need to be packed, such as large or irregularly shaped items.
- If you don't enable “Always pack as single parcel”:
 - The plugin will try to pack the products into one of the target box sizes. It will choose the best packing result based on your product's dimensions.

Important Notes:

1. **Shipping Dimensions:**
To ensure the quote is accurate, your **product dimensions must be in centimetres (cm) and weight in kilograms (kg)**. This is essential for the packing and quote generation process.
2. **Correct Product Dimensions:**
If your product's dimensions **fit into** one of the target box sizes (flyer, medium, or large), the plugin will use those dimensions to generate a quote.
3. **Incorrect Product Dimensions:**
If your product dimensions **don't fit** into one of the target box sizes, the plugin will still attempt to pack the items, but you might receive a quote based on **multiple parcels** rather than a single parcel.
4. **Patch Update:**
In the next plugin release, developers have added a patch that will ensure **only one flyer** is submitted for a quote when **no shipping dimensions** are added to the product.

Using "Always pack as single parcel":

For large items that don't need to be packed, enable “Always pack as single parcel” on the product page in WordPress. This will:

- **Exclude the product from the packing calculation.**
- Submit the product's **shipping dimensions directly for the quote** without trying to pack it into a box.

Note: If you have **multiple items** in the cart, each item will be treated as a **separate parcel**. For example, 5 items will be 5 parcels.



The Courier Guy Settings

Free Shipping:

Always pack as single parcel: ← This must be checked in order to send each product by itself

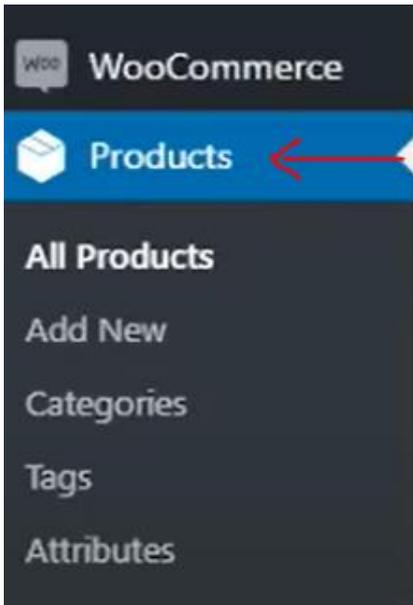
Prohibit The Courier Guy:

Always pack as single parcel can be found under **Products**



We would love to handle your package.





Edit your product and check above “Product Data”, this could be in another location or even hidden, check your page display and filter settings.

The below example would quote on 10cm x 5cm x 2cm @1Kg If “Always pack as single parcel” is ticked

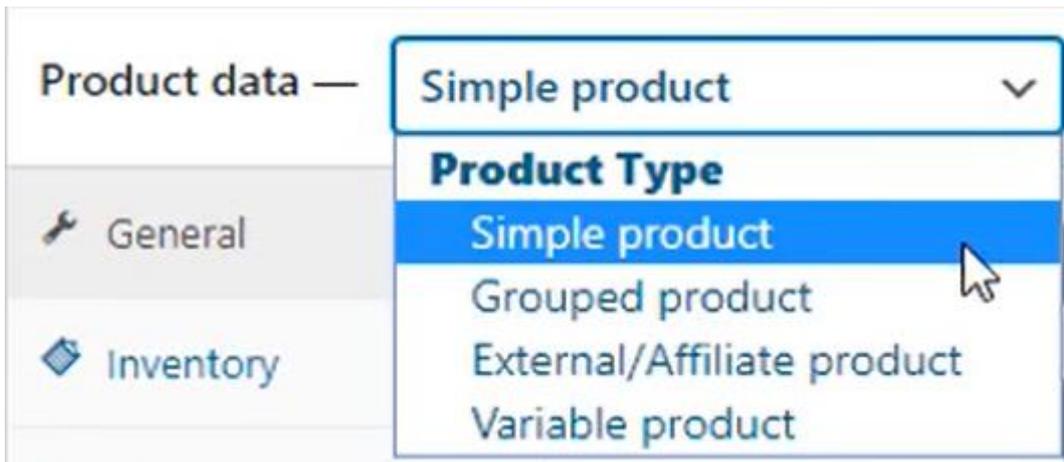
A screenshot of the 'The Courier Guy Settings' form in a WordPress admin panel. The form is divided into sections. The top section, 'The Courier Guy Settings', contains three checkboxes: 'Free Shipping: ', 'Always pack as single parcel: ', and 'Prohibit The Courier Guy: '. A red arrow points to the 'Always pack as single parcel' checkbox. Below this is the 'Product data' section, which includes a dropdown menu set to 'Simple product', and two checkboxes for 'Virtual: ' and 'Downloadable: '. A red arrow points to the 'Downloadable' checkbox. The 'Shipping' section is expanded, showing a sidebar with options like 'General', 'Inventory', 'Shipping', 'Linked Products', 'Attributes', 'Advanced', and 'Get more options'. The main area of the 'Shipping' section contains three input fields: 'Weight (kg)' with the value '1', 'Dimensions (cm)' with three sub-fields containing '10', '5', and '2', and 'Shipping class' with a dropdown menu set to 'No shipping class'. Red circles highlight the values '1', '10', '5', and '2'.

The plugin does support variable products if you have multiple product dimensions

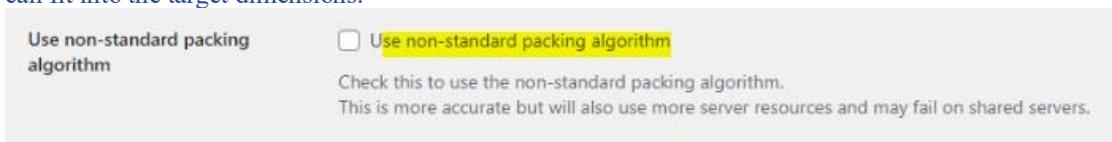


We would love to handle your package.





I would recommend you enable “non-standard packing algorithm” for better packing calculations on the plugin. If this is not enabled the plugin will only compare length to length, width to width and height to height to see if the item can fit into the target dimensions.



If your products must be packed, make sure the shipping dimensions can fit into a flyer, medium or large size box on checkout. If they do not fit, you could end up with multiple parcels being submitted for a quote.

You need to have a box it can fit into, do not make the length, width and height the same size as the target flyer or box, it must be smaller at least by 1 cm.

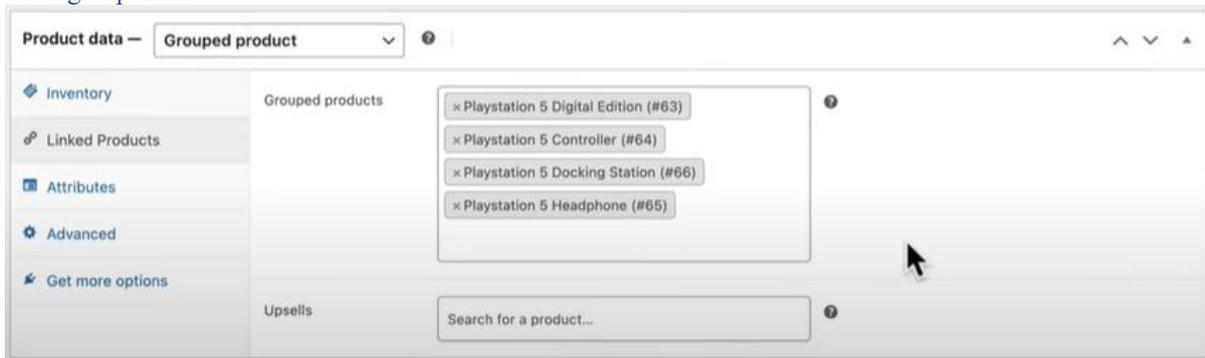
If your product does not need to be packed then tick “Always pack as single parcel”.

If the price is very high, then make sure you are using cm and not mm (100mm = 10cm & 100cm = 1 meter)

Check what rate is assigned to your account (Contact sales@thecourierguy.co.za for rate information)

A suggestion for multiple products is to add each product separately with each having shipping dimensions and possibly set to “Always pack as single parcel”

Then group them



Your cart would display the group of products separately and allow them to add how many items of each they would like to order



We would love to handle your package.



Playstation 5

\$19.99 – \$399.99

- 1 +	Playstation 5 Digital Edition	\$399.99
- 3 +	Playstation 5 Controller	\$59.99
- 2 +	Playstation 5 Docking Station	\$19.99
- 1 +	Playstation 5 Headphone	\$129.99

Add to cart

Disclaimer

Parcel sizes are based on your packaging structure configured in the plugin settings. These are submitted in order to calculate shipping rates.
 By downloading and using this plugin, you accept that incorrect Product and Parcel Size and Weight settings may cause quotes to be inaccurate.
 The Courier Guy will not be responsible for these inaccurate quotes.
 Set the Flyer to 40 x 30 x 8 (There are example box sizes below in this document under FAQ section)

Parcels - Flyer Size

Length of Flyer (cm)
Length of the Flyer - required

Width of Flyer (cm)
Width of the Flyer - required

Height of Flyer (cm)
Height of the Flyer - required

Free Shipping

Free shipping has two trigger options either “Price” or “Product” triggers (this might not work if you override the price)



We would love to handle your package.



You need 3 settings for free shipping over a specified amount to work (Price trigger)

1= enable free shipping

2 = rate/services example LOX, ECO and ECOR

3 = price example 1000

Enable free shipping Enable free shipping
This will enable free shipping over a specified amount

Rates for free Shipping

× The Courier Guy LOF: Fuel charge

× The Courier Guy OVN: Fuel charge

Select the rates that you wish to enable for free shipping

Amount for free Shipping
Enter the amount for free shipping when enabled

Free shipping from product settings requires 3 settings (If this product is on checkout page it qualifies as free shipping regardless of other items also in the basket)

1. Set the rate/services example LOF, ECO & ECOR
2. Enable Free Shipping from product settings
3. Enable in Product settings (tick box)

Rates for free Shipping

× The Courier Guy LOF: Fuel charge

× The Courier Guy OVN: Fuel charge

Select the rates that you wish to enable for free shipping

Enable free shipping from product setting Enable free shipping from product setting
This will enable free shipping if the product is included in the basket

Set the product found in WordPress Products settings enable the below (if this product is in checkout the shipping is free regardless of other items)

The Courier Guy Settings ^ v ▲

Free Shipping:

Always pack as single parcel:

Prohibit The Courier Guy:



We would love to handle your package.



Frequently Asked Questions (FAQ)

1. Why does the plugin allow us to specify a Percentage Markup?

The **Percentage Markup** feature allows you to add a shipping markup to cover any unforeseen charges that may arise. For instance, if the destination is on a plot or farm, you may incur extra charges (like a rural surcharge).

- When this happens, your customer may not check the additional options, such as the plot/farm surcharge, on the checkout page, which could leave you covering the cost.
- By adding a **Percentage Markup**, you can save profits from the shipping fees to help cover these unexpected costs.

Example: If a customer skips the shipping option for **plot/farm** surcharge, you would need to **refund and re-charge** the customer for the missed surcharge, which is common in rural deliveries. Most developers using the plugin don't enable the shipping options on the checkout page to avoid this issue.

2. Where can I order stationery (boxes, tracking stickers, etc.)?

You can order packaging supplies such as boxes, tracking stickers, and sticky windows directly online:

- **Order Packaging and Stationery:** [The Courier Guy Packaging & Essentials](#)

Note: Flyers and other specific items can be arranged and delivered **free of charge**. For more details, email stationery@thecourierguy.co.za.

Additionally, for **PUDO (Pick-Up Drop-Off)** stationery, visit: [PUDO Stationery](#).

Box Sizes and Flyer examples

Description	Length, Width, Height	Price
Flyer size should be	40 cm x 30 cm x 8 cm	max weight 2Kg Free
Extra-Small (XS)	60 cm x 17 cm x 8 cm	max weight 2kg R6
Small (S)	60 cm x 41 cm x 8 cm	max weight 5kg R15
Medium (M)	60 cm x 41 cm x 19 cm	max weight 10kg R18
Large (L)	60 cm x 41 cm x 41 cm	max weight 15kg R35
Extra-Large (XL)	60 cm x 41 cm x 69 cm	max weight 20kg R45

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
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	



We would love to handle your package.



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		
STYROFOAM CHIPS		R285,06		

Packing guides

If you need guidance as to what box sizes you need, below are 2 websites that can assist you with checking your packing

<https://docs.shipperhq.com/dimensional-packing-example-packing-products-into-boxes/>



We would love to handle your package.



DELIVERY

Residential Business **International**

Building / Floor / Unit Add from address book ▾

Optional

Street address *

221B Baker St, London NW1 6XE, UK

Suburb * City * Postal code

London London NW1 6XE

Zone Country

NW1 6XE United Kingdom ▾

RIN = International Road

INN = international parcel

IND = international document

The IND shipping method will show up when the parcel is 2kgs or less. Also, the parcel size

The IND will not show up using the default Parcels - Flyer Size.

Test quote done with default group rate = Prepaid One Rate National

INN to London

Delivery address	Parcel(s)	Actual Weight	Charged Weight	Service level	Subtotal	VAT	Total
221B Baker St, London NW1 6XE, UK, London , London , NW1 6XE, NW1 6XE, GB	40 x 30 x 8 cm – 2 kg x 1	2 kg	2 kg	INN 1-2 kg	R 2 253.50	- R 0.00	R 2 253.50
					R 2 253.50	- R 0.00	R 2 253.50

IND to London

Delivery address	Parcel(s)	Actual Weight	Charged Weight	Service level	Subtotal	VAT	Total
221B Baker St, London NW1 6XE, UK, London , London , NW1 6XE, NW1 6XE, GB	40 x 30 x 8 cm – 2 kg x 1	2 kg	2 kg	IND 1-2 kg	R 1 720.12	R 0.01	R 1 720.12
					R 1 720.12	R 0.01	R 1 720.13

International mobile numbers will not work even if you select “other”, our servers only send to South Africa numbers



We would love to handle your package.



Mobile *

 + 442072243688

 Invalid mobile number

South Africa only

Mobile *

 +27 821234567

Packing dos and don'ts

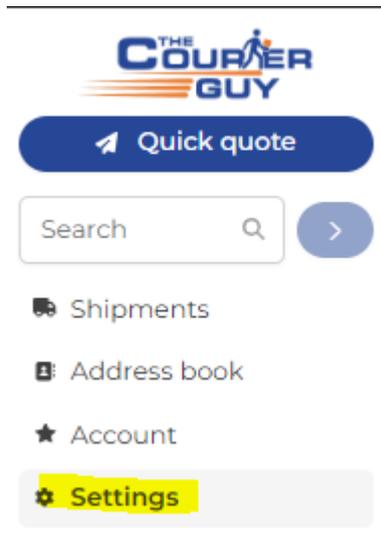
<https://www.thecourierguy.co.za/packaging>

Tracking

Please note the plugin does not offer tracking.

The Courier Guy sends tracking information via email and WhatsApp that points to our own tracking pages.

You can enable or disable notifications in your accounts setting within The Courier Guy “settings” page under “notifications” tab.



We would love to handle your package.



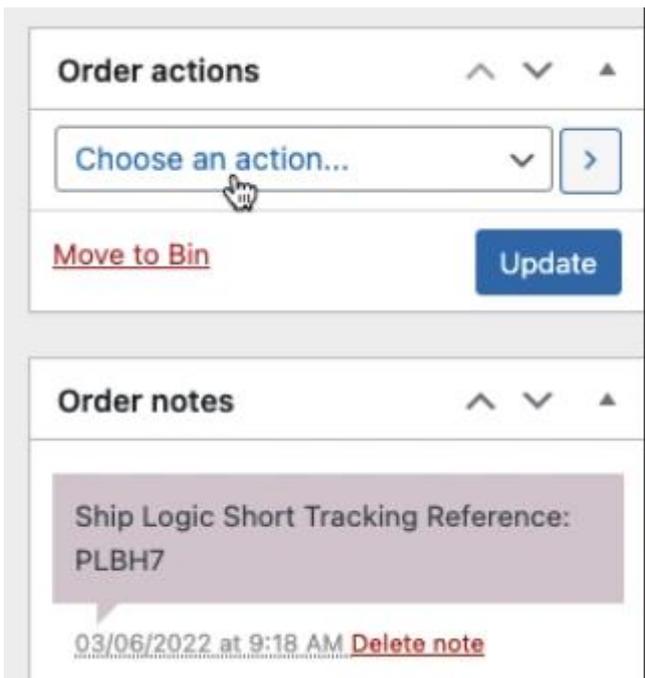
ACCOUNT SETTINGS

General Shipments **Notifications** API keys

Email notifications

NOTIFY BY EMAIL	COLLECTION CONTACT	DELIVERY CONTACT
When shipment is created	<input type="checkbox"/>	-
When shipment is awaiting dropoff	<input type="checkbox"/>	-
When shipment is collected	<input type="checkbox"/>	<input type="checkbox"/>
When shipment is at the destination hub	<input type="checkbox"/>	<input type="checkbox"/>
When shipment is out for delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When shipment is ready for pickup	-	<input type="checkbox"/>
After failed collection attempt	<input checked="" type="checkbox"/>	-
After failed delivery attempt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When shipment is delivered	<input type="checkbox"/>	<input checked="" type="checkbox"/>
On collection exception	<input type="checkbox"/>	-
On delivery exception	<input type="checkbox"/>	<input type="checkbox"/>
When shipment was cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When shipment collection or delivery address changed	<input type="checkbox"/>	-

The tracking reference can be found in the order notes on WordPress when you create the shipment



Our website for tracking is <https://portal.thecourierguy.co.za/track> if you are logged in as a TCG user you will get a different display than what your customers will get, to see this you need to log out.

Example of tracking links

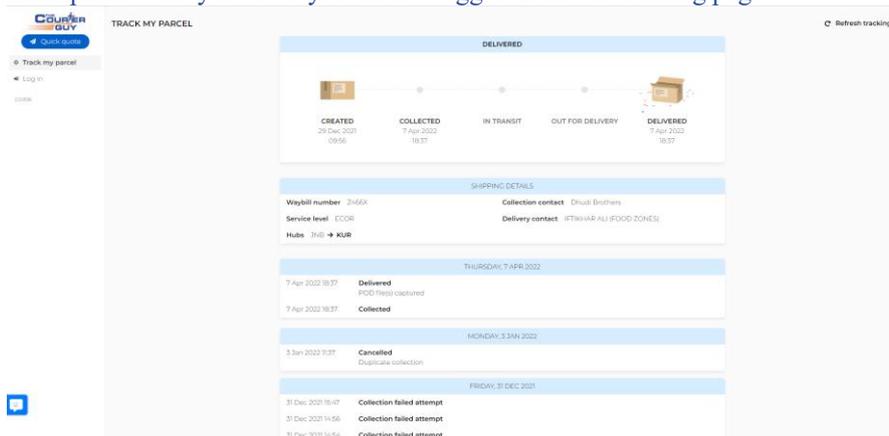
<https://portal.thecourierguy.co.za/track?ref=Z466X>



We would love to handle your package.



Example of what you see if you are not logged in on our tracking page.

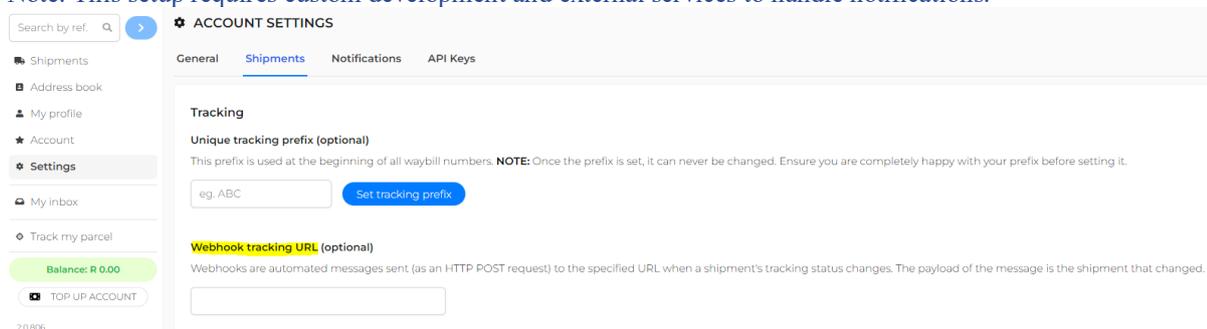


Most users don't add tracking to their websites, as tracking is already available on [The Courier Guy website](#), and we cover the cost of sending notifications to your customers.

However, if you have a web developer and would like to display tracking updates directly on your own site, it is possible. Here's what would be required:

1. **Webhook Setup:**
Log into your Courier Guy account and add a **webhook** in your account settings. This will send tracking updates from our system to your website.
2. **Tracking Page Development:**
Your web developer can then create a **custom tracking page** on your site to receive and display this information.
3. **Notification Services:**
If you want to send updates via **email, SMS, or WhatsApp**, you'll need a server or service provider capable of handling these notifications.

Note: This setup requires custom development and external services to handle notifications.



New Webhook subscriptions

Account webhooks have been overhauled and are now called webhook subscriptions.

- Replaced webhook URL account settings with webhook subscriptions. Each webhook subscription has a URL and status information.
- Allow a user to enable/disable webhook subscriptions.
- See webhook URLs that are currently failing.
- Settings to receive emails when URLs are failing, have recovered, or have been disabled.
- This is for account users - Account settings > Webhook subscriptions



We would love to handle your package.



ACCOUNT SETTINGS

General Shipments Notifications API keys **Webhook subscriptions**

Subscribe to specific webhook topics to receive webhooks for certain events. [Add webhook subscription](#)

Webhook subscriptions

TOPIC	DELIVERY URL	NOTIFY WHEN	STATUS	FAILING
Tracking event	https://webhook.site/2a7488b6-a219-...	Failing, Disabled, Recovered	Active	
Shipment note	https://webhook.site/2a7488b6-a219-...	Failing	Inactive	

Previous Page 1 of 1 20 Next

Add webhook subscription ×

Topic

Shipment note

Shipment note

Tracking event

Enable webhook subscription

Cancel [Add webhook subscription](#)

Add webhook subscription ×

Topic

Shipment note

Delivery URL

Notify when

Select

Select all

Disabled

Failing

Recovered

[Add webhook subscription](#)

Please find an example of what we send to a webhook URL -

- 1) [
- 2) {
- 3) "provider_id": 1,
- 4) "shipment_id": 640079,
- 5) "custom_tracking_reference": "UAPPWNV",
- 6) "short_tracking_reference": "KPD7P",
- 7) "status": "returned-to-hub",
- 8) "collection_lat": -25.785641, // The lat/Ing where the shipment will be collected
- 9) "collection_lng": 28.278871,
- 10) "delivery_lat": -25.806656, // The lat/Ing where the shipment will be delivered
- 11) "delivery_lng": 28.334732,
- 12) "service_level_code": "SLS01-2",
- 13) "shipment_time_created": "2021-07-01T16:54:47.646143Z",
- 14) "shipment_time_modified": "2021-07-01T17:36:02.349955Z",
- 15) "shipment_collected_date": "2021-07-01T17:36:02.349955Z",
- 16) "shipment_delivered_date": null, // not yet delivered,



We would love to handle your package.



```

17) "update_type": "shipment", // currently only shipment status updates are sent via webhooks,
18) "event_time": "2021-07-01T17:35:02.349955Z", // time the status was changed
19) "tracking_events": [
20) {
21) "id": 0,
22) "parcel_id": 0, // indicates a tracking event on the shipment as a whole
23) "date": "2021-07-01T17:39:34.844538Z",
24) "status": "returned-to-hub",
25) "source": "",
26) "location": "",
27) "latitude": 0,
28) "longitude": 0,
29) "message": ""
30) },
31) {
32) "id": 0,
33) "parcel_id": 640145, // indicates a tracking event on the specific parcel
34) "date": "2021-07-01T17:39:34.768824Z",
35) "status": "returned-to-hub",
36) "source": "",
37) "location": "",
38) "latitude": 0,
39) "longitude": 0,
40) "message": ""
41) },...]
42) }
43) ]

```

Possible tracking statuses

"submitted",
"collection-exception",
"collection-failed-attempt",
"collected",
"at-hub",
"returned-to-hub",
"swad-dimensions",
"swad-imaging",
"in-transit",
"at-destination-hub",
"returned-to-hub",
"out-for-delivery",
"delivery-exception",
"delivery-failed-attempt",
"in-locker",
"delivered",
"cancelled",
"floor-check"

International mobile numbers will not work



We would love to handle your package.



Mobile *

✖ Invalid mobile number

Liability / Insurance

If the product value is under R 1000.00 then it's covered by The Courier Guy at no cost. Anything above R 1 000.00 to maximum R 30 000.00, you need to select insurance and specify the value of the item.

The minimum charge for insurance is 2% of R 2 500.00 then it starts calculating as 2% of the value. See the below example calculation of liability from Ship Logic set to R2500 as the minimum value

Value	2%	Vat	Total	Quoted
R1 001.00	R20.02	R3.00	R23.02	R57.50
R2 000.00	R40.00	R6.00	R46.00	R57.50
R2 001.00	R40.02	R6.00	R46.02	R57.50
R2 100.00	R42.00	R6.30	R48.30	R57.50
R2 200.00	R44.00	R6.60	R50.60	R57.50
R2 300.00	R46.00	R6.90	R52.90	R57.50
R2 400.00	R48.00	R7.20	R55.20	R57.50
R2 500.00	R50.00	R7.50	R57.50	R57.50
R2 600.00	R52.00	R7.80	R59.80	R59.80
R2 700.00	R54.00	R8.10	R62.10	R62.10
R2 800.00	R56.00	R8.40	R64.40	R64.40

Enable shipping insurance Enable shipping insurance

This will enable the shipping insurance field on the checkout page. A product subtotal of R1500 and above is required to activate TCG insurance. If you have WooCommerce Blocks, shipping insurance will be activated automatically if the subtotal is above the threshold and this setting is selected.

Terms and conditions = <https://www.thecourierguy.co.za/terms-conditions/>

Multi-Vendor, Warehouse, and Drop Shipping Sites

The Courier Guy WooCommerce plugin was designed for standard WordPress websites with WooCommerce installed. It is **not optimised** for multi-vendor marketplaces, warehouse networks, or drop-shipping models. However, you still have options:

(1) Custom Integration



We would love to handle your package.



For complex logistics setups, we recommend working with a web developer.
We can provide **API documentation** to assist with a custom integration tailored to your specific needs.

(2) Using Multiple Shipping Zones (Basic Alternative)

While not ideal, you can use **WooCommerce shipping zones** as a workaround to represent different collection points (e.g., warehouses or store locations).

Important: The plugin performs best when using a single shipping zone for "South Africa." Multiple zones can cause complications on the checkout page.

Example Scenario 1: Two Warehouses (JHB & CPT)

- **Zone 1:** Free State, Gauteng, Limpopo, Mpumalanga, North West
→ Set Johannesburg as the collection address
→ Add "The Courier Guy" as the shipping method
 - **Zone 2:** Eastern Cape, Northern Cape, Western Cape
→ Set Cape Town as the collection address
→ Add "The Courier Guy" as the shipping method
-

Example Scenario 2: Five Stores in Gauteng

Let's say you have 5 stores and want to distribute shipping responsibilities across them.

- **Avoid using ZIP codes** for zones—this becomes hard to manage and is prone to errors.
- Instead, break up the provinces among the stores:
- **Store 1:** Gauteng orders
- **Store 2:** Northern Cape, Western Cape
- **Store 3:** Eastern Cape, KwaZulu-Natal
- **Store 4:** Free State, North West
- **Store 5:** Limpopo, Mpumalanga

Each zone can have its own "The Courier Guy" shipping method with a unique collection address.



If you require a list of postal codes for your zones, you can use the below site to generate the postal codes within a radius for your zones.

My below test shows 700 postal codes within 100km radius of The Courier Guy.



We would love to handle your package.



<https://www.freemaptools.com/find-south-africa-postal-codes-inside-radius.htm>

Free Map Tools
South Africa Postal Code Radius Search Map

Options
Step 1 : Radius km (maximum = 320km) OR miles (maximum = 200 miles)

Step 2 : Click on map OR Place radius by location :
 Find a Location

Output
Done (700 found)

```
0002,0003,0004,0005,0006,0007,0008,0009,0010,0011,
0012,0014,0016,0017,0018,0019,0020,0021,0022,0023,
0024,0025,0026,0027,0028,0029,0030,0031,0032,0033,
0035,0036,0037,0039,0040,0041,0042,0043,0044,0045,
```

The Courier Guy multi-vendor plugin available online is out of date, it is still setup for the old Parcel Perfect system and has not been updated so please do not use WCFM and WC Marketplace – The Courier Guy Shipping for WooCommerce

<https://en-za.wordpress.org/plugins/wp-multi-vendor-marketplace-the-courier-guy-shipping-for-woocommerce/>

This plugin **hasn't been updated in over 3 years**. It may no longer be maintained or supported and may have compatibility issues when used with more recent versions of WordPress.

Below are some multi-vendor plugins you could test out (we believe some users managed to successfully combine “Yith”, “welovers.com” and “Dokan” with The Courier Guy plugin)

<https://woocommercwarehouses.com/woocommerce-multi-warehouse-order-routing/>

<https://www.welaunch.io/en/product/woocommerce-multi-inventory/>

<https://wordpress.org/plugins/wc-shipping-packages/>

<https://yithemes.com/themes/plugins/yith-multiple-addresses-shipping-for-woocommerce/>

<https://yithemes.com/themes/plugins/yith-woocommerce-multi-vendor/>

TAX / VAT setting

Plugin setting

Tax status

VAT applies or not

WordPress settings TAX / VAT

<https://woocommerce.com/document/setting-up-taxes-in-woocommerce/>



We would love to handle your package.



General options

Selling location(s)

Shipping location(s)

Default customer location

Enable taxes **Enable tax rates and calculations**

Rates will be configurable and taxes will be calculated during checkout.

General Products **Tax** Shipping Payments Accounts & Privacy Emails Advanced

Tax options | Standard rates | Reduced Rate rates | Zero Rate rates

Tax options

Prices entered with tax Yes, I will enter prices inclusive of tax
 No, I will enter prices exclusive of tax

Calculate tax based on

Shipping tax class

Rounding Round tax at subtotal level, instead of rounding per line

Additional tax classes

Display prices in the shop

Display prices during cart and checkout

Price display suffix

Display tax totals

[Save changes](#)

Shipping Classes

Products should be set with no shipping class



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The Courier Guy Settings

Free Shipping:

Always pack as single parcel:

Prohibit The Courier Guy:

Product data — Simple product Virtual Downloadable

General

Weight (kg)

Inventory

Dimensions (cm)

Shipping

Shipping class

Attributes

Exclude Free Shipping If this product is in the cart, "Free Shipping" is not an option.

Advanced

Role Based Pricing(By Customers)

Role Based Pricing(By User Roles)

Get more options

Custom Tabs

Adding shipping classes can hide other shipping methods

To hide shipping methods for specific shipping classes in WooCommerce, you can use the shipping class selection feature in the WooCommerce shipping settings:

1. Select one or more shipping classes you've created
2. Choose products with no shipping class
3. When products from the selected categories are added to the cart, the shipping methods **will be hidden**

PHP version 8

Most users check the version of PHP on Cpanel, please confirm your PHP version on WordPress = <https://wedevs.com/blog/409582/how-to-update-php-version/>

It is not possible to install the latest version of the plugin version 5.1.2 without PHP 8.0

It is recommended to update PHP to gain better performance, improved error handling and new functions.

The current version of PHP required to run WordPress is 7.4, reached end-of-life status on the 28th of November 2022.

WordPress core itself is considered compatible with PHP 8.0, and the WordPress core team is working on making

WordPress compatible with PHP 8.1 and PHP 8.2.

Everything you need to know about PHP 8 and WordPress Compatibility

<https://www.a2hosting.com/blog/php-8-wordpress-compatibility/>

There's a number of sites that recommend updating to get improved performance, error handling and new functions

<https://www.cloudways.com/blog/wordpress-php-8/>

<https://www.dev4press.com/blog/notes/2023/support-for-php-8-1-and-8-2-in-plugins-and-wordpress/>

Getting Your WordPress Plugins and Themes Ready for PHP 8

<https://wptavern.com/getting-your-wordpress-plugins-and-themes-ready-for-php-8>

<https://yoast.com/developer-blog/the-2020-wordpress-and-php-8-compatibility-report/>

<https://make.wordpress.org/core/2020/11/23/wordpress-and-php-8-0/>



We would love to handle your package.



Site crashes when updating to PHP version 8

There are so many reason why you would be getting this error for example previous users who have had the same issue had different solutions to the error.

You will need to enable debugging to find the cause of the issue and possibly remove or update custom coding

Here the crash was due to widget factory plugin

<https://wordpress.org/support/topic/crash-with-php-8-0/>

This one custom code was the issue

<https://wordpress.org/support/topic/upgrading-to-php-8-0-crashes-site-and-cannot-use-plugin/>

With this one they requested error logs,

<https://wordpress.org/support/topic/crashes-sites-when-upgrade-to-php-8-0/>

This one they suggested removing code from custom archive

<https://wordpress.org/support/topic/crashes-with-php-8-1/>

This ticket was logged 2 years ago, the support also requested log files

https://www.reddit.com/r/Wordpress/comments/pln111/wp_site_doesnt_work_with_php_80/

This site suggests you enable debugging to find the cause of the issue

<https://wpml.org/forums/topic/wcml-site-crash-with-php-8-0-2-4/>

Another site that had custom code

https://wpml.org/forums/topic/url_to_postid-crashes-on-php-8-0/

Payfast note

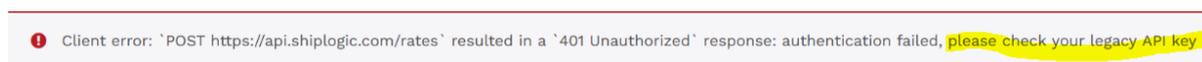
Split Payments with Payfast is not supported by The Courier Guy

Currency convertors

The plugin is reported to be working on some sites with currency convertors. We have no feedback on using **FOX - Currency Switcher Professional for WooCommerce**; the merchant will need to run some tests on their staging site to be sure.

The team suggest using plugins listed on the WooCommerce Marketplace, such as Currency Switcher For WooCommerce or Multi-Currency Switcher , as the WooCommerce team do quality checks before publishing.

Common Errors



The error says "please check your legacy API key", legacy keys are **no longer supported** you need to create a new API key

Log into your account with "The Courier Guy" here = <https://portal.thecourierguy.co.za/login>

Navigate to "Settings" in the left navigation panel and then go to the "API Keys" section to view the page.

Create the API key click on the button "+ Create API key" to create an "Access/Bearer Token"



Click on the button that says "+ Create API key" to create an "Access/Bearer Token"



We would love to handle your package.



+ Create API key

Forbidden error 401 & 403

Client error: 'POST https://api.shiplogic.com/v2/rates' resulted in a '401 Unauthorized' response: Error logging in: could not retrieve claims for bearer

Try deleting and re-creating the API key, make sure you copy the key with no spaces at the end
When select the data you could copy a space at the end, do not copy the space at the end.

WGUmblLcMs8gQRqyqJbfa0NAsay5qnUyi5QontUf

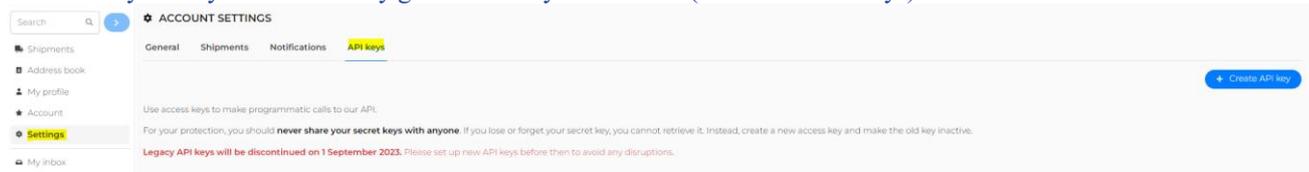


Adjust your selection to only copy the data

WGUmblLcMs8gQRqyqJbfa0NAsay5qnUyi5QontUf



Make sure you only have 1 API key generated on your account (delete old API keys)



Check you are on the latest plugin version 5.1.2

Check your time settings are set to UTC +2 on WordPress

Check the account with the Courier Guy is not on hold and has balance

400 Bad Request

“must specify provider id = Confirm your account number = account code

Client error: 'POST https://api.shiplogic.com/rates' resulted in a '400 Bad Request' response: must specify provider_id

Client error: 'POST https://api.shiplogic.com/rates' resulted in a '400 Bad Request' response: provider_id is required

Customer feedback on error 400 Bad request response must specify provider id

I figured out the issue,

Our account was upgraded and our account number was changed, so I updated the account number and generated new API keys and it's sorted now.

API keys not working

This can happen if Amazon tracks them online and deactivates them for security purposes - although there are many other reasons why this can happen, we recommend that the credentials are deleted, and new ones are generated.

Must include parcels error

Make sure your product fits into the flyer, medium or large size box and has shipping dimensions (“must include parcels”)



We would love to handle your package.



If you are getting an error message "No Shipping Methods Available" or "No shipping options" or "No Shipping at all"

- Move The Courier Guy shipping zone to the top of other zones.(preferably only have 1 zone set to South Africa, try not to add provinces)
- Confirm the plugin is enabled
- Check the services you excluded, make sure you did not exclude all services, allow LOX, ECO, ECOR
- Confirm you can find the address on Google maps
- Confirm you selected the correct province on checkout
- Try testing on "Incognito Mode" or Clear your browser cache and history. (the keyboard shortcut for incognito is Ctrl + Shift + N)
- Check the shipping dimension of your product and confirm it can fit into a flyer, medium or large size box or set the product to always ship as a single parcel
- Make sure you only have 1 API key generated on your account (delete all API keys and create only one key, THIS IS IMPORTANT)
- The insurance value does not exceed R30,000.00
- **Cart/Checkout** page was created using blocks -> delete cart and checkout pages and add using short code
- Confirm you have not enabled "Prohibit The Courier Guy" in the product settings
- Confirm the product is a "simple" or "variable" product ...not "Virtual" or "Downloadable"
- Confirm the product has "No shipping class"

New **Cart/Checkout** Block page FYI <https://octolize.com/blog/woocommerce-cart-and-checkout-blocks-compatibility-with-octolize->

[plugins/#:~:text=Every%20element%20in%20the%20Gutenberg,allow%20for%20more%20design%20control](https://woocommerce.com/document/woocommerce-shortcodes/)

<https://woocommerce.com/document/woocommerce-shortcodes/>

Example of product settings that could result in "no shipping method"

If you set "Prohibit The Courier Guy" you need to have an alternative shipping method configured in WordPress WooCommerce or set a Shipping class.

The Courier Guy Settings

Free Shipping:

Always pack as single parcel:

Prohibit The Courier Guy: ←

Product data — Simple product | Virtual: Downloadable:

General	Weight (kg)	<input type="text" value="1"/>		?	
Inventory	Dimensions (cm)	<input type="text" value="10"/>	<input type="text" value="5"/>	<input type="text" value="2"/>	?
Shipping	Shipping class	<input type="text" value="No shipping class"/>			?

Linked Products

Attributes

Advanced

Get more options

 Unfortunately, there are no shipping options for your desired package and address, please contact The Courier Guy ×



We would love to handle your package.



Error submitting shipment

When a shipment fails you need to test and check to see what the cause of the error is

It could be one of the following reasons

- 1) Account on hold
- 2) Not enough balance
- 3) Incorrect address or format
- 4) Incorrect province
- 5) No contact details
- 6) Product shipping dimensions, either no dimensions or incorrect
- 7) Products do not fit into target dimensions when “Always pack as single parcel” is disabled
- 8) API key invalid
- 9) Order status set to “complete”
- 10) Quote has expired (changes to our site or price updates would also effect this)
- 11) Shipping method is not “The Courier Guy”
- 12) Order was placed in 2023

Below are the steps to check and troubleshoot

There are no rates

Ship Logic Order Not Created: Client error: `POST <https://api.shiplogic.com/shipments>` resulted in a `400 Bad Request` response:

There are no rates for the specified service level and addresses

Check the order status is not set to “complete” -> change to “on hold” and update

The screenshot shows a web interface with a 'General' section and an 'Order notes' section. In the 'General' section, the 'Date created' is 2022-08-19 14:55 and the 'Status' is 'Completed'. The 'Order notes' section contains three identical error messages: 'Ship Logic Order Not Created: Client error: `POST https://api.shiplogic.com/shipments` resulted in a `400 Bad Request` response: There are no rates for the specified service level, declared value and addresses'. Each error message is dated 'August 24, 2022 at 12:25 PM' and has a 'Delete note' link. Below the error messages, there is a note: 'Order status changed from Processing to Completed.' with a red arrow pointing to the word 'Completed'. At the bottom of the notes section, there is another note: 'Order status changed from Pending'.



We would love to handle your package.



Troubleshooting steps

First create a quote on The Courier Guy portal exactly the same as the one failing on your orders page and confirm the address and service is available.

Test by re-creating the checkout with the same product and delivery address, proceed to payment but do not make payment, then go to orders and try to submit the shipment again.

If the test does go through it is possible the quote has expired or the rate has changed, remember you do have the option to cancel the test shipment or you can use the test for the shipment that was failing.

If the test does not go through, confirm the product has shipping dimensions and that it can fit into the flyer, medium or large size box dimensions.

Try creating a new API key, make sure your account has only 1 API key (delete the old keys)

If it continues with the same error please send us the following information for us to escalate to our developers.

Test example

Original order failing

Order #25644 details
Payment via Card Payment with PayGate. Paid on 1st January 2024 @ 5:50 pm. Customer IP: 156.155.185.100

General
Date created: 2024-01-01 @ 17:48
Status: Processing
Customer: [Redacted]

Billing
[Redacted]
Loerie Park
George
Western Cape
6529
Email address: [Redacted]
Phone: [Redacted]

Shipping
[Redacted]
Loerie Park
George
Western Cape
6529

Order actions
Choose an action...
Move to Bin Update

Order notes
Ship Logic Order Not Created: Client error: 'POST https://api.shiplogic.com/v2/shipments resulted in a '400 Bad Request' response: there are no rates for the specified service level, declared value and addresses'
4th January 2024 at 6:18 pm Delete note

Duplicated test successful

Order #25701 details
Payment via Card Payment with PayGate. Customer IP: 102.221.60.250

General
Date created: 2024-01-04 @ 18:13
Status: Pending payment
Customer: [Redacted]

Billing
Test Gij Western Cape
[Redacted]
Loerie Park
George
Western Cape
6529
Email address: [Redacted]
Phone: [Redacted]

Shipping
Test Gij Western Cape
[Redacted]
Loerie Park
George
Western Cape
6529

Order actions
Choose an action...
Move to Bin Update

Order notes
Ship Logic Short Tracking Reference: **HSFERR**
4th January 2024 at 6:15 pm Delete note
Ship Logic Order Id: 33471537
4th January 2024 at 6:15 pm Delete note

Below are the requirements for the plugin developers to have a look at the error if you are still getting the fault after testing.

1. Site URL:
2. Browser:
3. Description of the issue:
4. Steps to Replicate(We need a minimum of 2 steps)
5. Page URL of the issue:
6. Upload Screenshots and Video Recordings (Courier Guy Settings and Error):
7. Platform (WooCommerce, Shopify, Magento):
8. Platform Versions:
9. Plugin Versions:
10. Staging Site Details
11. SFTP/FTP Details

If this error only occurs on this order, kindly provide us with the following screenshots:

- The failed order reported above
- Courier Guy Settings

Product Dimensions



We would love to handle your package.



The recalculate button is a WooCommerce button that was used to recalculate tax, the plugin developers created a function that makes use of this button, it will re-submit the order to get a new id and this should resolve the rate expired error.

Product	Cost	Qty	Total	VAT
 Test product 1	R4000,00	x 1	R4000,00	-
 The Courier Guy LOX: Fuel charge Items: Test product 1 x 1			R179,43	R0,00
			Items Subtotal:	R4000,00
			Shipping:	R179,43
			Order Total:	R4179,43

[Add item\(s\)](#) [Apply coupon](#) [Refund](#) [Recalculate](#)

If you are using price rate override the recalculate button will not work, you will need to replicate the order then use the duplicate to try and create the shipment.

Previous feedback...

“Upon changing the status to pending payment and using the recalculate button seemed to have done the trick”

Order status changed from Pending payment to Processing.

July 16, 2024 at 8:44 am by admin [Delete note](#)

Ship Logic Short Tracking Reference: G7DSDF

July 16, 2024 at 8:44 am [Delete note](#)

Ship Logic Order Id: 45292554

July 16, 2024 at 8:44 am [Delete note](#)

Order status changed from Processing to Pending payment.

July 16, 2024 at 8:44 am by admin [Delete note](#)

Ship Logic Order Not Created: Client error: `POST https://api.shiplogic.com/v2/shipments ` resulted in a `400 Bad Request` response:
rate has expired – please try again

If you do not change the order status from “fulfilled”, “completed” or “processing” the order will no longer be editable Change the status to “on hold” to find the recalculate button



We would love to handle your package.



The Courier Guy LOX: Fuel charge		R151.80	-	R0.00	
Items: LobaCare Spray Mop Set x 1, FloorCleaner+ 1L x 1					
				Items Subtotal	R880.00
				Shipping:	R151.80
				VAT:	R132.00
				Order Total	R1,163.80
				Paid:	R1,163.80
August 7, 2024 via PayFast (Credit/Debit Card Payment)					
				Payfast Fee:	-R45.13
				Amount Net:	R1,118.67
Refund Return TCG Shipment					This order is no longer editable

Simply change the status back to “on hold”

Search results for "wordpress order no longer editable". The top result is from WordPress.org, titled "This order is no longer editable - WordPress.org". The snippet reads: "It also shows the message 'This order is no longer editable.' This is normal for an order with a Status of Processing or Complete. If you want to edit it you can simply change the status back to on Hold." The URL is https://wordpress.org/support/topic/this-order-is-n... .

Change order status to “on hold” for example and click on update

The screenshot shows the "General" tab of an order edit form. The "Date created" field is set to 2022-08-19 at 14:55. The "Status" dropdown menu is currently set to "Completed", with a red arrow pointing to it. Below the status field is the "Order notes" section, which contains a note about a shipping error: "Ship Logic Order Not Created: Client error: 'POST https://api.shiplogic.com/shipments' resulted in a '400 Bad Request' response: There are no rates for the specified service level, declared value and addresses". The note is dated August 24, 2022 at 12:25 PM and has a "Delete note" link.

Update button



We would love to handle your package.



Order actions ^ v ▲

Choose an action... ▼ ▶

[Move to Bin](#)

Change order status then click on update

Order #4029 details
Payment via PayFast (Credit/Debit Card Payment) (168763554). Paid on August 7, 2024 @ 1:48 am. Customer IP: ██████████

General	Billing	Shipping
Date created: <input type="text" value="2024-08-07"/> @ <input type="text" value="01"/> : <input type="text" value="46"/> Status: <input type="text" value="Processing"/> ▼ Customer: <input type="text" value="██████████ (#2203 - ██████████)"/>	Billing: ██████████ ██████████ view order, Green Point Cape Town Western Cape 7800 Email address: ██████████ Phone: ██████████	Shipping: ██████████ ██████████ view order, Green Point Cape Town Western Cape 8005

Update button

Order actions ^ v ▲

Choose an action... ▼ ▶

[Move to Bin](#)

Debugging

Debugging is not part of The Courier Guy plugin, it is a WordPress Developer resource that is enabled by default on new WordPress websites to assist developers with fault finding

<https://developer.wordpress.org/advanced-administration/debug/debug-wordpress/>

https://blogvault.net/debugging-in-wordpress/#:~:text=WordPress%20debugging%20is%20enabled%20by,WP_DEBUG%20is%20set%20to%20false.

[wordpress/#:~:text=WordPress%20debugging%20is%20enabled%20by,WP_DEBUG%20is%20set%20to%20false.](https://blogvault.net/debugging-in-wordpress/#:~:text=WordPress%20debugging%20is%20enabled%20by,WP_DEBUG%20is%20set%20to%20false.)



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Feedback responses from previous users with the same error

I did have the debugs off in the shipping options as well as the config.php, however it seemed to have fixed when you turn both back on and then off again.

Products had no shipping dimensions or weight

Disabled plugin used for backups

Developer disabled his own script used on his checkout page

TCG is only compatible with WooCommerce version 5.6.0 upwards (below was the result for old version of WordPress)

Warning: Constant WP_DEBUG already defined in

/homepages/9/d921732895/htdocs/clickandbuilds/SOLARREADY/wp-content/themes/neve/functions.php on line 155

Warning: Constant WP_DEBUG_DISPLAY already defined

in /home/gffrkqsg/domains/happyharvesting.co.za/public_html/wp-config.php on line 104

-> Resolved by reinstalling the theme

-> Search for "WP_DEBUG" see if there's multiple lines, only keep one of them and remove the rest or duplicates

-> it's surfacing because in the wp-config.php it's defined twice.

Debugging also creates the following error with checkout page not loading:

Note from previous user with debug issues -> "after clearing my cache and history the debugging plugin worked, also wrote a short code for defining the name I kept getting the error message below seems like it worked."

```
// if (isset($your_array['undefined_key'])) {  
    // Access the array key  
    $value = $your_array['undefined_key'];  
    // Do something with the value  
    echo $value;  
} else { //
```

Checkout page not loading or loading goes round in circles: The plugin is returning shipping costs however, it is possible debug mode is blocking the Checkout page from fully loading

<https://wordpress.org/support/article/debugging-in-wordpress/>

WordPress debug not turning off



We would love to handle your package.



If "wp_debug" isn't turning off in your WordPress site, it likely means you haven't correctly edited the `wp-config.php` file, where the `define('WP_DEBUG', false);` line should be set to disable debugging mode; double-check that the line is present and set to "false" within your file, and ensure you've saved the changes properly. 

Key points to check:

- **Location:** Access your `wp-config.php` file through your hosting control panel or FTP client. 
- **Line to modify:** Find the line `define('WP_DEBUG', true);` (if debugging is currently enabled) and change it to `define('WP_DEBUG', false);`. 
- **Save changes:** After making the modification, save the `wp-config.php` file. 

Other possible reasons why "wp_debug" might not be turning off:

- **Cache issues:** Clear your browser cache and any caching plugins on your site. 
- **Plugin interference:** Check if any plugins might be overriding the `WP_DEBUG` setting. 
- **Incorrect permissions:** Ensure your user has the necessary permissions to modify the `wp-config.php` file. 

WP_DEBUG has no impact on PHP error output.

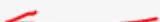
In addition to error reporting setting, set `display_errors=0` in your `php.ini` file.

It's enabled by default for development. But you'll want it off on production servers.

Replace

```
define('WP_DEBUG', false);
```

with this:

```
ini_set('log_errors', 'On');   
ini_set('display_errors', 'Off');  
ini_set('error_reporting', E_ALL );   
define('WP_DEBUG', false);  
define('WP_DEBUG_LOG', true);   
define('WP_DEBUG_DISPLAY', false);
```

Don't forget to save your changes and upload your `wp-config.php` file back to the server.

<https://wordpress.stackexchange.com/questions/19689/wp-debug-is-not-set-but-im-still-getting-warnings>



We would love to handle your package.



Keep in mind that the confusing `WP_DEBUG_LOG` option only refers to the creation of `debug.log` within the directory `wp-content` and does not effect other logging settings, etc.

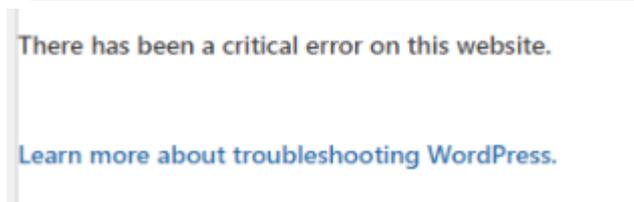
Again, the settings in WordPress can override default PHP settings, so your PHP settings don't matter as much as having correct settings in your `wp-config.php` file, which loads before other WP components.

That said, it is a good idea to implement default settings like below in production:

```
error_reporting = E_ERROR | E_WARNING | E_PARSE
display_errors = Off
display_startup_errors = Off
log_errors = On
error_log = /var/www/logs/error.log
log_errors_max_len = 1024
ignore_repeated_errors = On
ignore_repeated_source = Off
report_memleaks = On
xmlrpc_errors = 0
html_errors = Off
```

Example of cache being the problem because of WP Rocket (defined the `WP_CACHE` as false which was true earlier and the warnings disappeared.)
<https://wordpress.stackexchange.com/questions/340731/warnings-even-when-the-wp-debug-set-to-false>

“There has been a critical error on this website”



This error can be caused by a number of reasons and you will need to enable debugging to see what is causing the error by checking the log files but the most likely reason would be from using blocks instead of short code.

As a workaround use short code instead of blocks.

Delete the Cart and Checkout page, add using short code = `[woocommerce_cart]` and `[woocommerce_checkout]` -> clear cookies and cache test again.

The below tutorial will help you create your pages using short code.

<https://youtu.be/XkDavQLMhoo>

More links for critical errors

<https://www.wpbeginner.com/wp-tutorials/how-to-fix-the-critical-error-in-wordpress/>

<https://kinsta.com/knowledgebase/there-has-been-a-critical-error-on-your-website/>

<https://octolize.com/blog/woocommerce-cart-and-checkout-blocks-compatibility-with-octolize-plugins/#:~:text=Every%20element%20in%20the%20Gutenberg,allow%20for%20more%20design%20control.>



We would love to handle your package.



<https://woocommerce.com/document/woocommerce-shortcodes/>

Other reasons related to critical error

WordPress Theme

Currency converter plugin

Critical error that keeps me from editing a custom cart page I've created with elementor

You can also check your Jetpack Activity Log to see if anything has changed recently, and you can usually roll back those changes.

“Something went wrong. Please contact us to get assistance”

Another error related to blocks

Example of checkout page layout created with Blocks (also the default collection country is not set)



1. CONTACT INFORMATION

Already have an account? [Log in.](#)

We'll use this email to send you details and updates about your order.

Email address
it@thecourierguy.co.za

Create an account?

2. SHIPPING ADDRESS

Enter the address where you want your order delivered.

First name: Test
Last name: JHB

Address: 37 Malta Rd, Kya Sands, Roodepoort, 2163

Apartment, suite, etc. (optional)

Country/Region: South Africa
City: Johannesburg
Province: Gauteng

ORDER SUMMARY	
1 MAF Blend	R120.00
R120.00	
Grind: Filter Coffee (Coarse)	
Size: 250g	
SUBTOTAL	R120.00
SHIPPING	
<i>No shipping options available</i>	
TOTAL	R120.00



We would love to handle your package.



Same example page using short code

Returning customer? [Click here to login](#)

BILLING DETAILS

First name * Last name *

Company name (optional)

Country / Region * ✓

Street address *

Apartment, suite, unit, etc. (optional)

Town / City *

Province *

Postcode / ZIP *

Phone *

Email address *

Create an account?

SHIP TO A DIFFERENT ADDRESS?

Order notes (optional)

YOUR ORDER

Product	Subtotal
ETHIOPIA GOLOLCHA - Filler Coffee (Coarse), 250g × 1	R90.00
Subtotal	R90.00
Shipping	Economy: 3-5 working days: R167.50
Total	R257.50

Fatal error: Allowed memory size exhausted

Example of error

Fatal error: Allowed memory size of 536870912 bytes exhausted (tried to allocate 20480 bytes) in /home/kitchenand548/public_html/wp-includes/plugin.php on line 173

Fatal error: Allowed memory size of 536870912 bytes exhausted (tried to allocate 262144 bytes) in /home/kitchenand548/public_html/wp-includes/class-wpdb.php on line 2420

Fatal error: Allowed memory size of 536870912 bytes exhausted (tried to allocate 20480 bytes) in /usr/www/users/giddyavccu/fermented/wp-content/plugins/the-courier-guy/Shipping/TCG_ShippingMethod.php on line 1580 **Fatal error:** Allowed memory size of 536870912 bytes exhausted (tried to allocate 32768 bytes) in /usr/www/users/giddyavccu/fermented/wp-content/plugins/woocommerce/includes/admin/class-wc-admin-settings.php on line 952

The "Fatal error: Allowed memory size of bytes exhausted" error in WordPress is a common PHP error that occurs when a script uses too much of the allocated PHP memory.

This error can cause your site to become inaccessible and show a blank page, the error is displayed because debugging is enabled.

First confirm the cart and checkout pages are not created with blocks and use shortcode.

Increasing memory limits should be used as a last resort. Consider optimizing your WordPress site by using caching plugins, cleaning up unnecessary data, and using efficient themes and plugins to reduce memory usage.

Here are some things you can try to fix this error:

Increase the PHP memory limit: You can increase the PHP memory limit by editing the wp-config.php file. To do this, you can:



We would love to handle your package.



Tests done by **WP Hive test script** Results

Minimal impact on memory usage i	✓
Minimal impact on pagespeed i	✓
No PHP errors, warning, notices i	✗
No Javascript issues i	✓
Latest PHP 8.1.12 compatible i	✗
Latest WordPress 6.6 compatible i	✗
Optimized database footprint i	✓
No activation errors i	✗
No resource errors i	✓
Frequently updated i	✗

All the plugins are tested on the **same server with exactly same configuration via test script** that automatically activates and logs the data WP Hive shows.

- All the scripts run on a VPS with 8 CPU cores and 8 GB of RAM.
- The test sites are hosted on Google Cloud VM instances, one site/plugin per instance. The machine type is n1-standard-1. The server is a **8 core CPU with 8GB of RAM**.
- The test sites are hosted on Apache/2 server and they are tested on PHP 8.1.12 & WordPress 6.6.
- The database server is MySQL 10.6.10 and the default PHP memory limit is 512M.

Another video on how to check slow site using query monitor plugin and plugin organiser

<https://youtu.be/fDKDpYUNd14>

Worth a watch it mentions better alternatives for example Elementor use GenerateBlocks (please note our plugin is not compatible with blocks yet)

Recommend UpdraftPlus for backups and migration

<https://youtu.be/jNsmQAxSfBQ>

13/02/2025

Customer hosted by Xneelo experiencing slow website when activating our plugin (busy investigating)

No area/suburb found in drop down

This is part of the old version of the plugin that still points to our old service provider Parcel Perfect.

You need to upgrade to the newer version of the plugin and check if you have a custom Checkout page

Area/Suburb*

No country/region found in drop down

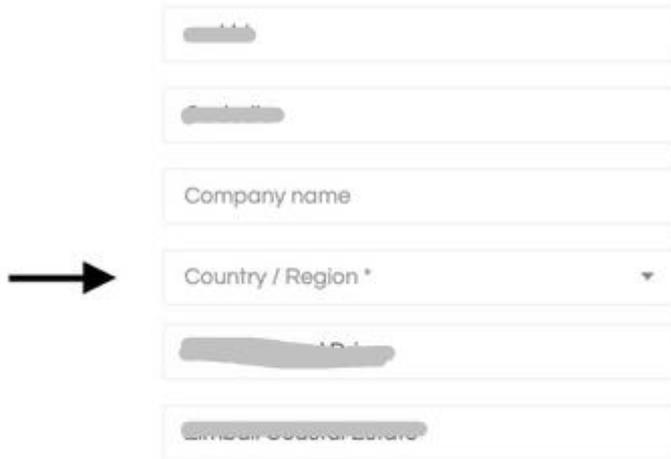
Check WooCommerce general settings



We would love to handle your package.



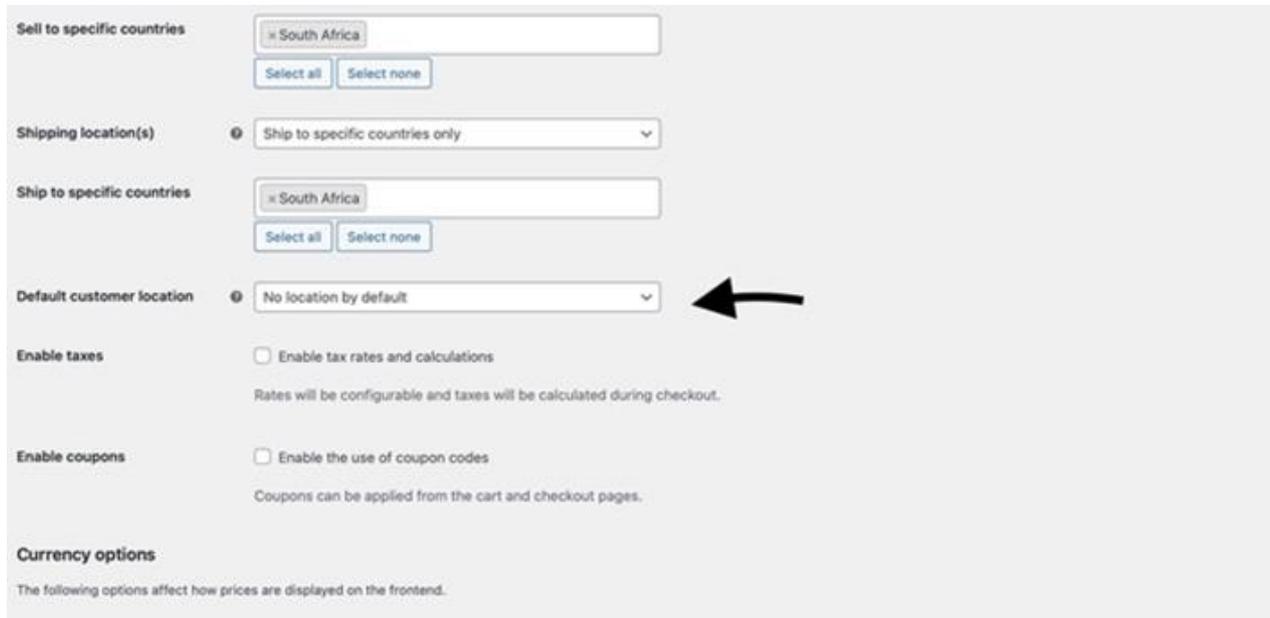
BILLING DETAILS



Form fields for billing details:

- [Redacted]
- [Redacted]
- Company name
- Country / Region * (dropdown menu)
- [Redacted]
- [Redacted]

Set default customer location



Configuration panel for shipping and billing options:

- Sell to specific countries:** South Africa (selected), Select all, Select none
- Shipping location(s):** Ship to specific countries only (selected)
- Ship to specific countries:** South Africa (selected), Select all, Select none
- Default customer location:** No location by default (selected) ← Arrow pointing here
- Enable taxes:** Enable tax rates and calculations
Rates will be configurable and taxes will be calculated during checkout.
- Enable coupons:** Enable the use of coupon codes
Coupons can be applied from the cart and checkout pages.
- Currency options:** The following options affect how prices are displayed on the frontend.

Separate zone for free shipping not working

Drag to the top



We would love to handle your package.



Zone name	Region(s)	Shipping method(s)
South Africa	South Africa	The Courier Guy
Durbanville	Western Cape, 7550, 7551, 7532, 7535, 7530, 7538, 7569, 7570	Free door-to-door courier
Locations not covered by your other zones	This zone is optionally used for regions that are not included in any other shipping zone.	No shipping methods offered to this zone.

Error local pickup overrides The Courier guy shipping prices

Customer resolved the issue by disabling conflicting plugin

No Send Order to Courier Guy

Confirm the plugin is not disabled

Confirm the order status is not set to fulfilled or complete-> set to "Processing"

When the order status is "Processing" then the "Send Order to Courier Guy" is visible, when the order status changes to "Complete" then that option is no longer available.

If you are using price rate override the recalculate button will not work, you will need to replicate the order then use the duplicate to try and create the shipment.

Go to checkout page, edit it, remove the checkout blocks and add the shortcode [woocommerce_checkout]

"Divi building blocks" can also create the issue of no "send order to the courier guy"

This falls under web design and is not in the scope of the plugin development.

Previous feedback for No "Send Order to Courier Guy"

Order actions are usually added in the functions.php file

The TCG plugin is incompatible with WooCommerce Blocks at the moment, so we switched the checkout page to contain the "woocommerce_checkout" shortcode.

"WooCommerce Blocks"

Ok, I used Divi builder.

I now used the short code instead of the Divi builder options and now it is working.

Check Order page "screen options" make sure you have no filters enabled



We would love to handle your package.



WooCommerce / Orders

Inbox Orders Stock Reviews

Columns
 Order Date Status Billing Ship to Total Actions

Pagination
 Number of items per page:

Screen Options ▲

Orders

All (6) | Trash (3) | Pending payment (1) | Processing (1) | On hold (1) | Completed (1) | Cancelled (1) | Refunded (1)

Bulk Actions All dates Filter by registered customer

<input type="checkbox"/>	Order	Date	Status	Billing	Total	Actions
<input type="checkbox"/>	#90 Zoe Tamayo	48 mins ago	Processing	Zoe Tamayo, Patterson-Fletcher, Court Street, Old Monroe, 33369 via Credit Card (Stripe)	\$248.00 \$38.00	<input type="checkbox"/>

Check Order page “screen options” make sure you have no filters enabled

Grindstone Royalties | Howdy, Stephen MacDonald

WordPress 4.8.1 is available! [Please update now.](#)

Screen Options ▼ Help ▼

Edit order

Connect your Canada Post Account – Before you can start using Canada Post you need to register for an account, or connect an existing one.

Canada Post requires that the currency is set to Canadian Dollars.

Order #232 details
 Payment via PayPal. Customer IP: 76.11.23.57

General Details
 Order date: 2017-05-26 @ 3:23
 Order status: Cancelled
 Customer: Stephen MacDonald (#1 – Steve@Mariti...
[View other orders →](#)

Billing details
 Address: Maritime Methhead, Stephen MacDonald, 2399 Agricola, Halifax Nova Scotia B3K 4B8
 Email address: Steve@MaritimeMethod Software
 Phone: 902-442-9847

Shipping details
 Address: Maritime Methhead, Stephen MacDonald, 2399 Agricola, Halifax Nova Scotia B3K 4B8

Order actions

- Resend order emails
- Resend New order
- Resend Cancelled order
- Resend Processing order
- Resend Completed order
- Resend Customer invoice
- Regenerate download permissions
- Recalculate order

Order notes

Related sites

WooCommerce plugin = compatible

<https://wordpress.org/plugins/woocommerce/>

Not compatible with Gutenberg products

<https://wordpress.org/plugins/woo-gutenberg-products-block/>

Screenshot after fix



We would love to handle your package.



Edit Order

Order #1643 details
Payment via PayFast. Customer IP: 41.114.172.62

General
Date created: 2023-03-22 @ 08:36
Status: Pending payment
Customer: test test (#6 - rob@cbol.co.za)

Billing
test test
20 York terrace
Mool River
KwaZulu-Natal
3300
Email address: support@geoniel.com
Phone: 1234567890

Shipping
test test
20 York terrace
Mool River
KwaZulu-Natal
3300

Product	Cost	Qty	Total	VAT
Banola SKU: BR20018	R1,691.30	x 1	R1,691.30	R253.70
Locket SKU: L15005	R343.48	x 1	R343.48	R51.52
The Courier Guy ECDR: Fuel charge Items: Banola x 1, Locket x 1				
Items Subtotal:			R2,034.78	
Shipping:			R88.50	
VAT:			R316.49	
Order Total:			R2,441.77	

Order actions
Choose an action...
Email invoice / order details to customer
Resend new order notification
Regenerate download permissions
Send Order to Courier Guy

Order notes
Order shipping total on order: 88.5
22 Mar 2023 at 8:36 am [Delete note](#)

Add note
Private note

Disable Gutenberg or Divi (blocks)

- Marketing
- Appearance
- YITH
- Plugins 22
- WP Staging Pro
- Snippets
- Users
- Capabilities
- Tools
- Settings
- Product Feed Pro
- Yoast SEO 2
- WC Invoice

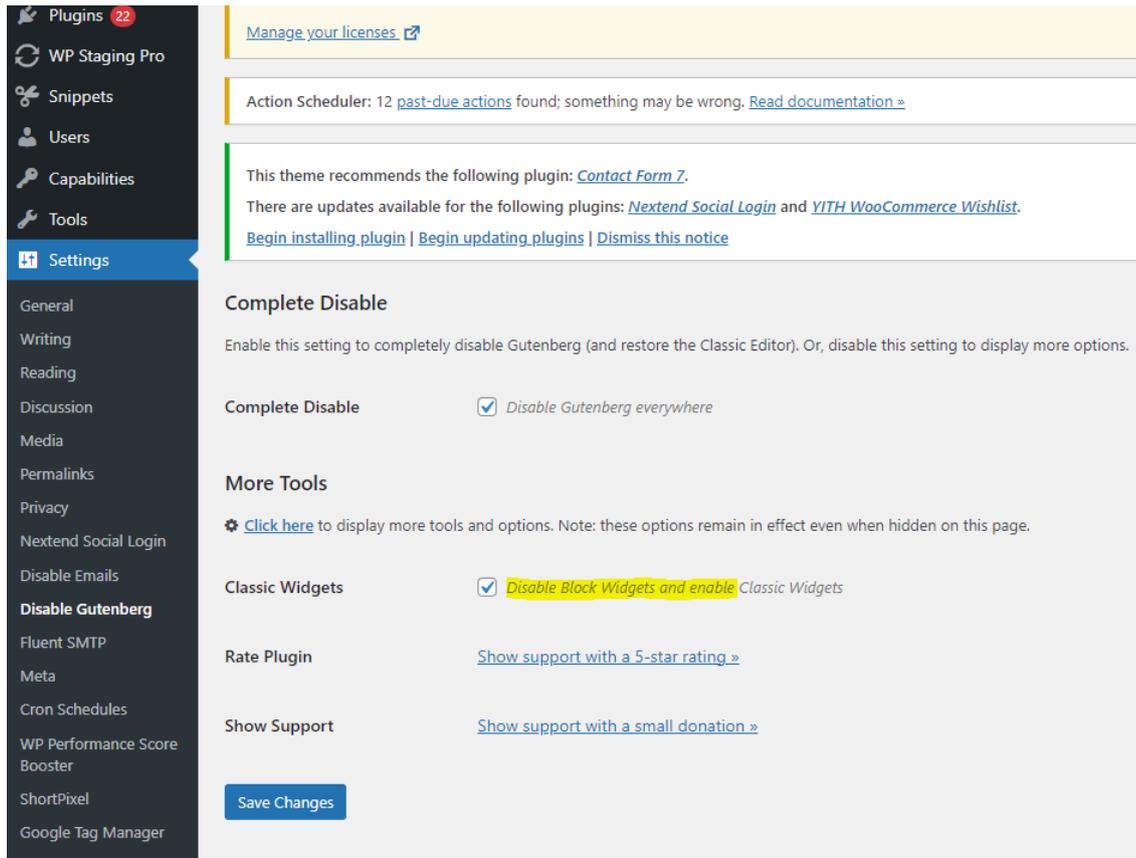
- General
- Writing
- Reading
- Discussion
- Media
- Permalinks
- Privacy
- Nextend Social Login
- Disable Emails
- Disable Gutenberg
- Fluent SMTP
- Meta
- Cron Schedules
- WP Performance Score Booster
- ShortPixel
- Google Tag Manager



We would love to handle your package.



Disable Gutenberg or Divi (blocks)



The screenshot shows the WordPress Settings page for 'Disable Gutenberg'. The left sidebar is dark with 'Settings' highlighted. The main content area has a yellow banner for 'Manage your licenses', a grey banner for 'Action Scheduler' with 12 past-due actions, and a green banner recommending the 'Contact Form 7' plugin and listing updates for 'Nextend Social Login' and 'YITH WooCommerce Wishlist'. Below these is the 'Complete Disable' section with a description and a checked checkbox for 'Disable Gutenberg everywhere'. The 'More Tools' section includes a gear icon and a link to 'Click here'. The 'Classic Widgets' section has a checked checkbox for 'Disable Block Widgets and enable Classic Widgets'. The 'Rate Plugin' section has a link to 'Show support with a 5-star rating'. The 'Show Support' section has a link to 'Show support with a small donation'. A blue 'Save Changes' button is at the bottom.

Firewall Error

cURL error 7: Failed to connect to api.shiplogic.com port 443 after 2003 ms: Connection refused (see <https://curl.haxx.se/libcurl/c/libcurl-errors.html>) for <https://api.shiplogic.com/rates>

This is possible to fix but will require assistance from your host or web administrator, requesting that either port 443 be opened or that your host is able to check the firewall on your server.

New error reported

= “Unfortunately we do not ship to LC.” (We have had no feedback on this error, if you get this please email me)

Unfortunately we do not ship to LC. Please enter an alternative shipping address.

The plugin generated 274 characters of unexpected output during activation (The user re-created his website, and the issue was resolved)

We don't see this error a lot but this is what we know about it so far is that it's related to PHP characters being outside the ?> tag, this is not the case with our plugin.

The second reason could be some files got corrupted when downloading the plugin.



We would love to handle your package.



The last reason could be SQL errors on your server. Information source from this site = <https://support.tipsandtricks-hq.com/forums/topic/the-plugin-generated-xxxx-characters-of-unexpected-output>

You could try the following...

Log out and back in again

Download the plugin again

Enable debugging and look at the log files

Contact your host and confirm `$_POST` vars that are not set

My case (localhost, affiliate plugin) for a weird reason `$wpdb` was unset so lines 16-22 generated a lot of notices.

Fixed by adding this line before any use of `var $wpdb` (line 16)

```
if (!isset($wpdb)) $wpdb = $GLOBALS;
```

How to find what's causing yours:

In the file: `wp-admin/includes/plugin.php` add to the file at the end (Change the path(`wp-content/uploads/2012`), this is just an example):

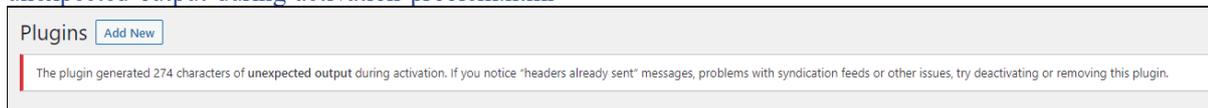
```
add_action('activated_plugin', 'save_error');
```

```
function save_error(){
```

```
file_put_contents(ABSPATH. 'wp-content/uploads/2012/error_activation.html', ob_get_contents());
```

```
}
```

If you prefer to store the data in DB, check out this page and follow the complete instructions on debugging activation errors: <http://hungrycoder.xenexbd.com/wordpress-2/how-i-have-solved-the-the-plugin-generated-xxxx-characters-of-unexpected-output-during-activation-problem.html>



Similar error reported 06/08/2024 "plugin generated 266 characters of unexpected output during activation"

The issue is with the Courier Guy plugin. If I deactivate it the basket loads. I then reactivated the plugin and got the following error:

The plugin generated 266 characters of

unexpected output

during activation. If you notice " headers already sent " messages, problems with syndication feeds or other issues, try deactivating or removing this plugin.

24/10/2024 the plugin generated 284 characters of unexpected output during activation

30/01/2025 the plugin generated 315 characters of unexpected output during activation

The below sites discuss this error

<https://stackoverflow.com/questions/7725615/the-plugin-generated-xxx-characters-of-unexpected-output-during-activation>

<https://stackoverflow.com/questions/4074477/the-plugin-generated-x-characters-of-unexpected-output-during-activation-wordpr>

<https://support.tipsandtricks-hq.com/forums/topic/the-plugin-generated-xxxx-characters-of-unexpected-output>

The plugin generated xxxx characters of unexpected output during activation.

- 1) There was an error that occurred at activation time on your server (try to capture and output the error message from your PHP script)
- 2) The PHP files have characters outside the `<?php ?>` tag (Our plugin has been installed too many times for this to be the reason)
- 3) Some files got corrupted when you uploaded the plugin.
- 4) There was some MySQL error on your server.



We would love to handle your package.



5) Try deactivating and reinstalling the plugin.
Sometimes characters can get appended to a file when you use the standard FTP transfer.
Please transfer using binary mode or just use the WordPress plugin uploader

Fix: WordPress Memory Exhausted Error – Increase PHP Memory

This is a new error popping up recently since the release of version 5.1.2

<https://www.wpbeginner.com/wp-tutorials/fix-wordpress-memory-exhausted-error-increase-php-memory/>
<https://world.siteground.com/kb/fix-fatal-error-allowed-memory-size-exhausted/>

Your WordPress site may be exhausting its server memory if it has:

- A lot of images, videos, and other types of media
- Plenty of unused WordPress plugins
- Outgrown its hosting plan resources

There are 3 files to check/edit then confirm with your host

- Option 1: Editing the wp-config.php File
- Option 2: Editing the .htaccess File
- Option 3: Checking Your php.ini File
- Option 4: Upgrading Your WordPress Hosting

<https://youtu.be/o4KXWljWuc0>

Plugin automatically deactivates

There are a number of reasons a plugin can de-activate

The plugin doesn't have any type of code that would automatically disable it.

To get notified when a WordPress plugin is automatically deactivated, you can use a plugin like "Logtivity" which has a feature to send alerts via email or Slack whenever a plugin is deactivated on your site; essentially, it logs plugin activity and sends notifications when changes occur, including deactivations.

Auto plugin updates

Conflicting plugin -> Please try deactivating your plugins one at a time to see if you can discover the conflict.

Theme with faulty code -> this was the fault the last time the developers had a look 22/10/2024

Disabling WooCommerce disables other plugins -> <https://bloggingwizard.com/wordpress-plugin-troubleshooting/>

You could have a deactivate hook setup <https://developer.wordpress.org/plugins/plugin-basics/activation-deactivation-hooks/>

Renaming the plugin folder deactivates that plugin.

As far as I know, a plugin can be deactivated in these conditions:

- manual deactivation
- failed plugin upgrade
- remove or rename the containing folder
- changing the active plugin list in the database

I'd firstly recommend you to enable debugging in WordPress, which might help us narrowing down the possible sources of the issue. You can enable debugging by putting the following constants in the wp-config.php file:

```
// Enable WP_DEBUG mode
define( 'WP_DEBUG', true );
// Enable Debug logging to the /wp-content/debug.log file
define( 'WP_DEBUG_LOG', true );
// Disable display of errors and warnings
define( 'WP_DEBUG_DISPLAY', false );
@ini_set( 'display_errors', 0 );
```

Enabling debugging in WordPress will log any errors that the site encounters in a log file named "debug.log" located in the "wp-content" folder. After enabling debugging, you'll have to wait for the plugins to deactivate themselves again for the debug.log file to fill itself with the error logs.



We would love to handle your package.



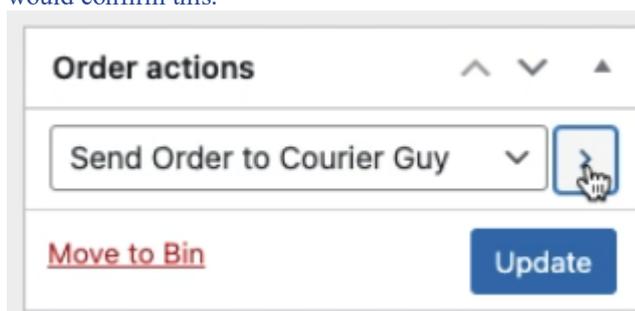
The "auto submit" functionality only submits for orders that get marked as "Processing" by your payment gateway. If the customer is using any payment methods that set the order status as "on hold", it will not send. Please confirm the status of the order and check the order notes for any errors.

Duplicate waybills created

Does it happen all the time and are the duplicates created at the same time?

Yes

It could be a plugin error if it happens all the time at the same time... or a user "double clicked" on the arrow shown below or "clicked" on the "arrow" and then the "update" button...this would result in a duplicate and the order notes would confirm this.



Does it happen all the time and are the duplicates created at the same time?

No

If it does not happen all the time, it could also be user related finger problems, this can be resolved with some training.

Is auto submit enabled?

Yes

It's possible the plugin automatically created the first waybill, then someone did not check the order notes to confirm a waybill was already created and then manually created another waybill.

Is auto submit enabled?

No

Check the order notes, are there 2 confirmations of both waybills?

No

Check on The Courier Guy who created each waybill confirm both "Created by" is from the plugin and not a user. Below was created by the plugin, it has a long name

Service level Economy (ECO)

Created by peter.b-0563190ffef65b-f1fa-4306-955a-608110917117

Below was manually created by a user, the name is short

SHIPMENT: TJNNPT

Service level Economy (ECO)

Created by peter.b-056319

Check the order notes, are there 2 confirmations of both waybills?

Yes



We would love to handle your package.



What are the times they were created?

Same time could be a plugin error or same as first step user problem.

If there is a big time difference logic points to a user creating the duplicate.

If it happens at same time, all the time and you have confirmed it's not a user, then please follow the contacting support details below to escalate the error to the plugin developers.



We would love to handle your package.



“Installation Failed”

Attempting to install the The Courier Guy for WooCommerce plugin on our WordPress website. The installation fails and gives the below error message:



The Courier Guy Shipping for WooCommerce Installation failed.

[More Details](#)

This is the official WooCommerce extension to ship products using The Courier Guy.

By *The Courier Guy*

Installation failed: Could not copy file. the-courier-guy/vendor/aws/aws-sdk-php/src/data/elasticbeanstalk/2010-12-01/api-2.json.php

Tried it from the exact URL you provide and when attempting to upload the plugin I also got the below message:



Installing plugin from uploaded file: the-courier-guy.5.1.0.zip

Unpacking the package...

Could not copy file. the-courier-guy/vendor/aws/aws-sdk-php/src/CommandPool.php

[Go to Plugin Installer](#)

The issue has been resolved. It seems that we ran out of space on our DB. I upgraded our hosting plan and was able to install the plugin.

“Your Composer dependencies require a PHP version”

Fatal error: Composer detected issues in your platform: Your Composer dependencies require a PHP version " $\geq 8.1.0$ ". You are running 8.0.30. in `/home/clicksec/public_html/wp-content/plugins/the-courier-guy/vendor/composer/platform_check.php` on line 24

Composer

Composer is required for The Courier Guy plugin to work.

Composer is a dependency management tool, it allows you to make your WordPress site more stable, more secure, and easier to maintain.

With Composer, you don't need to commit all of WordPress core, its themes and plugins to your project's Git repository. WordPress' core does not include the composer.json file required to manage WordPress as a Composer dependency.



We would love to handle your package.



However, Composer can be used with WordPress to manage custom plugins and themes. Some ways to use Composer with WordPress include:

Managed WordPress hosting: Some managed WordPress hosting accounts, like Pagely VPS, already have Composer installed.

Plugin packages: Composer has plugin packages that can define their own install paths.

WordPress Core Installer package: This package can configure the install path.

Packagist: Composer packages are drawn from Packagist by default.

Wpackagist.org: There is a repository of WordPress plugins at wpackagist.org.

Bedrock: Bedrock is a WordPress-specific framework for using Composer on WordPress sites.

Upgrade your WordPress site: You can upgrade your WordPress site to use Composer.

Installing and managing dependencies:

Composer can be used to install and manage dependencies for WordPress plugins, themes, and other PHP libraries.

Updating WordPress:

Composer can be used to update WordPress.

Having different dependencies for different environments:

Composer can be used to have different dependencies for different environments.

Making your site more stable, secure, and easier to maintain:

Composer can help make your site more stable, secure, and easier to maintain.

To use Composer with WordPress, you can:

1. Check that you have a vanilla version of WordPress installed locally.
2. Set up your project for deployment on Platform.sh.
3. Download and install Composer -> <https://getcomposer.org/download/>
4. Create a new branch and launch the update: `git checkout -b updates composer update`.

Update Composer

You can check your current Composer version by running `composer -V`

To update Composer, you can run:

Windows and macOS: `composer self-update`

Linux/Unix: `sudo apt update && upgrade`

Upgrade your WordPress site to use Composer

<https://docs.platform.sh/guides/wordpress/composer/migrate.html#:~:text=Composer%20helps%20you%20declare%2C%20manage,to%20your%20project's%20Git%20repository.>

Contacting Support

Please note as a courier service, due to legal regulations, we are unable to participate in meetings or directly assist with your website development.

However, we are happy to provide support and answer any questions you may have regarding our plugin or courier services via email.

Please print "The Courier Guy" plugin settings to a pdf document and email the attachment with following information to it@thecourierguy.co.za

Plugin version =

Account code/number =



We would love to handle your package.



Link to test your checkout page =
Stock item used to test with (must have shipping dimensions) =
Description of the error

Below are the necessary steps involved that we have to complete before we can escalate an error to the third party plugin developers.

Investigation and Troubleshooting:

- 1) Ensure that the account is correctly configured on the WordPress plugin settings. This can be done by sending us the requested printout or screenshots of your settings.
- 2) Ensure that the plugin is up-to-date. Check for any available updates and advise the merchant to install it. (see <https://github.com/the-courier-guy> for details)
- 3) Verify that the plugin is compatible with the current version of the platform (e.g., WooCommerce, Magento).
- 4) Ask the merchant to deactivate other plugins one by one to see if there is a conflict with another plugin.
- 5) Ask the merchant to switch to a default theme to check if the issue is theme-related.
- 6) Double-check the plugin settings to ensure everything is configured correctly.
- 7) Ask the merchant to provide error logs to confirm the issue.

To escalate this to the plugin developers, the following information must be provided:

- 1) Provide a detailed breakdown of all investigation work done before escalating:
- 2) Merchant Name:
- 3) Clear Issue Description:
- 4) E-commerce Platform:
- 5) Steps to Replicate the issue:
- 6) Platform Version (excluding Shopify):
- 7) Plugin Version (if not the latest, don't log the issue):
- 8) PHP Version (excluding Shopify):

Staging Site Admin Details

- Admin URL:
- Username:
- Password:

Staging FTP/SFTP Details

- Host URL:
- IP Address:
- Username:
- Password:
- Port:

Items that will cause the escalation booking to be thrown out as invalid

- Merchants may not be copied into tickets; direct communications with merchants MUST be held by the TCG frontline support team.
- Merchants may not submit production sites; work may only be done on staging sites.



We would love to handle your package.



