

eCommerce

Integration Guide

Shopify & WooCommerce Setup — Step by Step

SHOPIFY

WOOCOMMERCE

URGENTGO PORTAL

AFTER SETUP YOU'LL HAVE:

- ✓ Orders auto-synced from your store to UrgentGo
- ✓ Waybills generated automatically — no manual entry
- ✓ Live shipping rates shown at your checkout
- ✓ Tracking updates sent directly to your customers
- ✓ Full delivery history in your UrgentGo portal

■ Setup Time: ~30 min

Before You Start

This guide walks you through connecting your online store to UrgentGo in three simple steps. The same process applies to both Shopify and WooCommerce — the only difference is where you install the plugin. Have the following ready before you begin:

✓	An active UrgentGo Business Account
✓	Access to your UrgentGo portal (portal.urgentgocourier.co.za)
✓	Admin access to your Shopify or WooCommerce store
✓	Your store's collection address confirmed
✓	About 30 minutes of uninterrupted time

How the Integration Works

When your store is connected to UrgentGo, every new order is pushed to your portal automatically. A waybill is created, a driver is dispatched, and your customer receives real-time tracking updates — all without you lifting a finger.



Step 1 of 3 — Generate Your API Key

Your API key is the secure connection between your store and UrgentGo. It takes less than 60 seconds to generate.

01**Log in to your portal**

Go to portal.urgentgocourier.co.za and sign in with your business account credentials.

■ *Bookmark this URL — you'll use it daily to monitor shipments.*

02**Navigate to Settings**

Click the Settings icon (■) in the left sidebar or top navigation menu.

03**Open the API Key tab**

Select the 'API Key' tab within Settings. You may see an existing key if one was created during setup.

04**Generate your key**

Click 'Generate API Key' or 'Create New Key'. A long string of letters and numbers will appear.

■ *Click the copy icon immediately — you won't be shown this key again. Store it safely.*

05**Save your key**

Paste your key into a secure notes app or password manager. You will need this in Step 2.

Security Note

- Never share your API key publicly or commit it to a public GitHub repository.
- If your key is compromised, generate a new one immediately from your portal.

SHOPIFY INTEGRATION

Step 2 of 3 — Install & Connect on Shopify

01

Open your Shopify Admin

Log in at yourstorename.myshopify.com/admin using your store owner credentials.

02

Go to Apps

In the left sidebar click 'Apps', then click 'App and sales channel settings' or 'Explore apps'.

03

Search for UrgentGo

Type 'UrgentGo' in the search bar. Click the app in the results and press 'Add app'. You can also install directly via portal.urgentgocourier.co.za under Settings → Integrations → Shopify.

■ *Can't find it in the app store? Ask your account manager for the direct install link.*

04

Paste your API Key

In the app's Settings screen, paste the API key you generated in Step 1 into the 'API Key' field.

05

Set your collection address

Enter the address where drivers should collect parcels. This is typically your warehouse or home address.

06

Choose your default service level

Select Economy, Express, or Same-Day as your default. You can override this per order at any time.

07

Enable live rates at checkout

Toggle on 'Show live rates at checkout'. This lets customers choose their delivery speed and see real pricing before paying.

■ *This feature requires Shopify's 'Third-party calculated shipping rates' — available on all paid Shopify plans.*

08

Save and test

Click Save. Place a test order on your store. Confirm a waybill appears in your UrgentGo portal and a tracking number is returned to the order.

■ *Use a R0.00 test product so you don't incur charges during testing.*

WOOCOMMERCE INTEGRATION

Step 2 of 3 — Install & Connect on WooCommerce

01

Download the plugin

Log in to your UrgentGo portal. Go to Settings → Integrations → WooCommerce. Click 'Download Plugin (.zip)' to save the file to your computer.

02

Open your WordPress Admin

Go to yourdomain.co.za/wp-admin and sign in as administrator.

03

Upload the plugin

Navigate to Plugins → Add New → Upload Plugin. Click 'Choose File', select the .zip file you downloaded, then click 'Install Now'.

04

Activate the plugin

Once installed, click 'Activate Plugin'. You'll see 'UrgentGo Shipping' appear in your plugins list.

05

Configure the plugin

Go to WooCommerce → Settings → Shipping → UrgentGo. Paste your API key, set your collection address, and choose your default service level.

06

Set up shipping zones

Under WooCommerce → Settings → Shipping → Shipping Zones, add UrgentGo as a shipping method to each zone. This controls which customers see UrgentGo at checkout.

■ *Set up zones for Major Centres (same-day & express) and Nationwide (economy) separately for best results.*

07

Enable order status sync

In the plugin settings, toggle on 'Sync order status with WooCommerce'. This updates your order from Processing to Completed automatically when delivered.



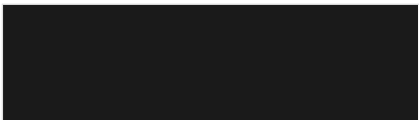


08

Test with a dummy order

Place a test order in your store using a test payment gateway. Confirm UrgentGo shipping appears at checkout, a waybill is created in your portal, and a tracking number syncs back to the order.

Step 3 of 3 — You're Live. What Happens Next.

Once your test order is confirmed, you're ready to start shipping. Here's what the daily workflow looks like from this point forward:

	New orders from your store are automatically pushed to your UrgentGo portal. No manual entry needed.
	A waybill is created for each order. You can bulk-print labels directly from your portal with one click.
	UrgentGo collects from your address at your scheduled pickup window. Same-Day before 10AM, Express before 2PM.
	Your customer receives an SMS and email with their tracking number the moment the parcel is collected.
	Electronic proof of delivery (ePOD) is stored in your portal. View, download, or share with customers at any time.

Common Issues & Fixes

<ul style="list-style-type: none"> ■ API key not accepted 	Double-check there are no spaces before or after the key when pasting. Regenerate a fresh key from your portal if the issue persists.
<ul style="list-style-type: none"> ■ Rates not showing at checkout 	Shopify: Ensure your plan supports third-party calculated rates. WooCommerce: Confirm the UrgentGo method is added to the correct shipping zone.
<ul style="list-style-type: none"> ■ Orders not syncing 	Check that the plugin/app is still active and connected. Log out and back in to your portal to refresh the connection.
<ul style="list-style-type: none"> ■ Tracking not updating in store 	Enable 'Order status sync' in plugin settings. Allow up to 15 minutes for the first update after collection.
<ul style="list-style-type: none"> ■ Driver didn't arrive for collection 	WhatsApp your account manager directly on 010 023 4832. Do not wait — we will dispatch a driver within the hour.

Need Help? We're Here.

Our team is available to walk you through your integration over WhatsApp, phone, or email. Most integrations are completed within 30 minutes with our support.

WHATSAPP (Fastest)	010 023 4832	Available Mon–Sat. Response within 15 min during office hours.
EMAIL	support@urgentgocourier.co.za	For detailed technical queries. Response within 2 hours.
PORTAL	portal.urgentgocourier.co.za	Manage shipments, view history, print waybills.
WEBSITE	urgentgocourier.co.za	Full service list, rate calculator, and account application.
OFFICE	010 023 4832	Mon–Fri 07:00–18:00 Sat 08:00–13:00

You're set. Start shipping smarter with UrgentGo.

Merchant Onboarding Pack	Rate Card & Volume Discounts	Business Account Application
urgentgocourier.co.za/onboarding	urgentgocourier.co.za/rates	portal.urgentgocourier.co.za