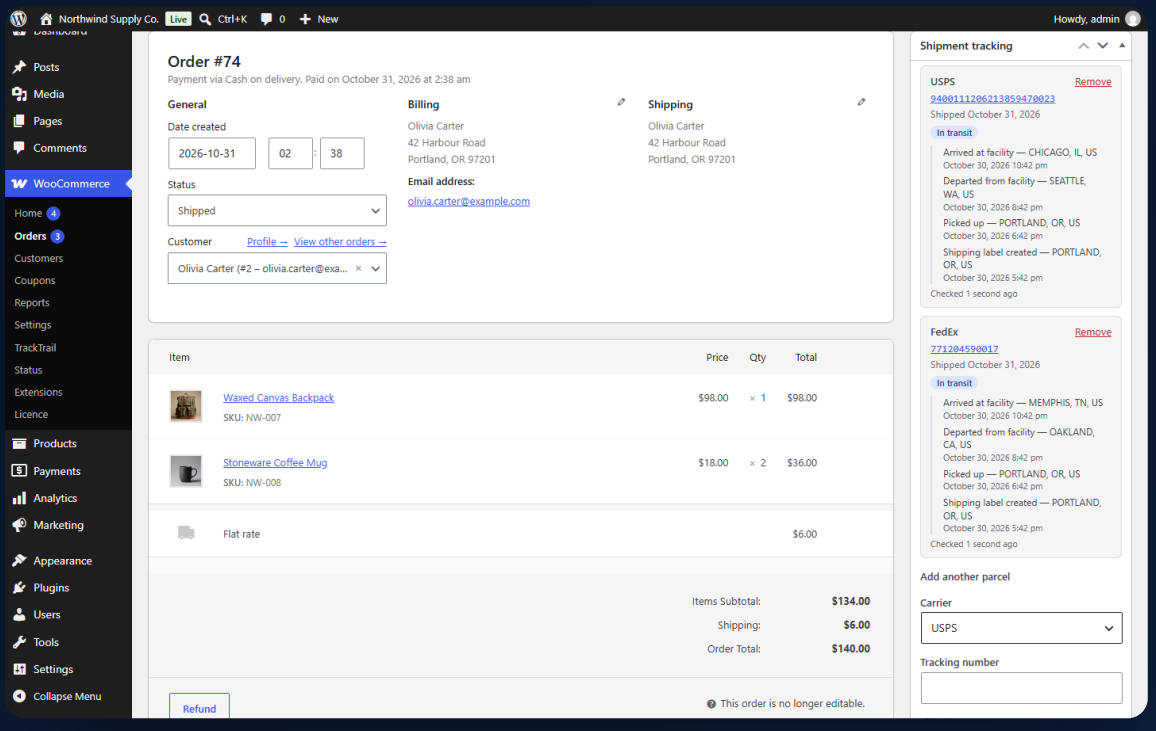
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WOOCOMMERCE PLUGIN · USER GUIDE

TrackTrail — Shipment Tracking & Customer Updates for WooCommerce

Version 1.0.0 · Installation, licence activation, every setting explained, FAQ and troubleshooting.



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TrackTrail — Shipment Tracking & Customer Updates for WooCommerce

User guide · version 1.0.0 · by Code Craft (coodecraft.com)

TrackTrail adds carrier tracking numbers to your WooCommerce orders and keeps your customers informed: a "Your order is on its way" email with a tracking link, tracking in their order emails and My Account, and a **Track your order** page. TrackTrail Pro also checks USPS, FedEx, UPS and DHL for you and emails the customer when a parcel is in transit, out for delivery, delivered or has a problem.

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1. Requirements

- WordPress 6.4 or newer, PHP 7.4 or newer
- WooCommerce 8.0 or newer (tested with WooCommerce 11.2 and WordPress 7.1)
- Works with High-Performance Order Storage (HPOS) and with block or classic themes

2. Installation

Free version

1. In WordPress go to **Plugins** → **Add New**, search for *TrackTrail*, click **Install** and **Activate** (or upload the `tracktrail` zip under **Plugins** → **Add New** → **Upload Plugin**).
2. TrackTrail creates a page called **Track your order** (`/track-your-order/`). Add it to your menu or footer so customers can find it.

Pro version

1. Download the Pro zip from your coodecraft.com account.
2. Go to **Plugins** → **Add New** → **Upload Plugin**, choose the zip and click **Install Now**. WordPress asks whether to replace the installed version — choose **Replace current with uploaded**. All tracking numbers and settings are kept (they are stored in your database, not in the plugin).
3. Activate your licence (next section).

3. Licence activation (Pro)

1. Go to **WooCommerce** → **Licence**.
2. Paste the licence key from your coodecraft.com order email and click **Activate**.
3. The Pro tabs (Carrier APIs, CSV import, Delivery reports, Logs) unlock immediately.

Monthly, yearly and trial licences switch the Pro features off when they end and back on when you renew — a reminder appears in the admin three days before. While the licence is not active:

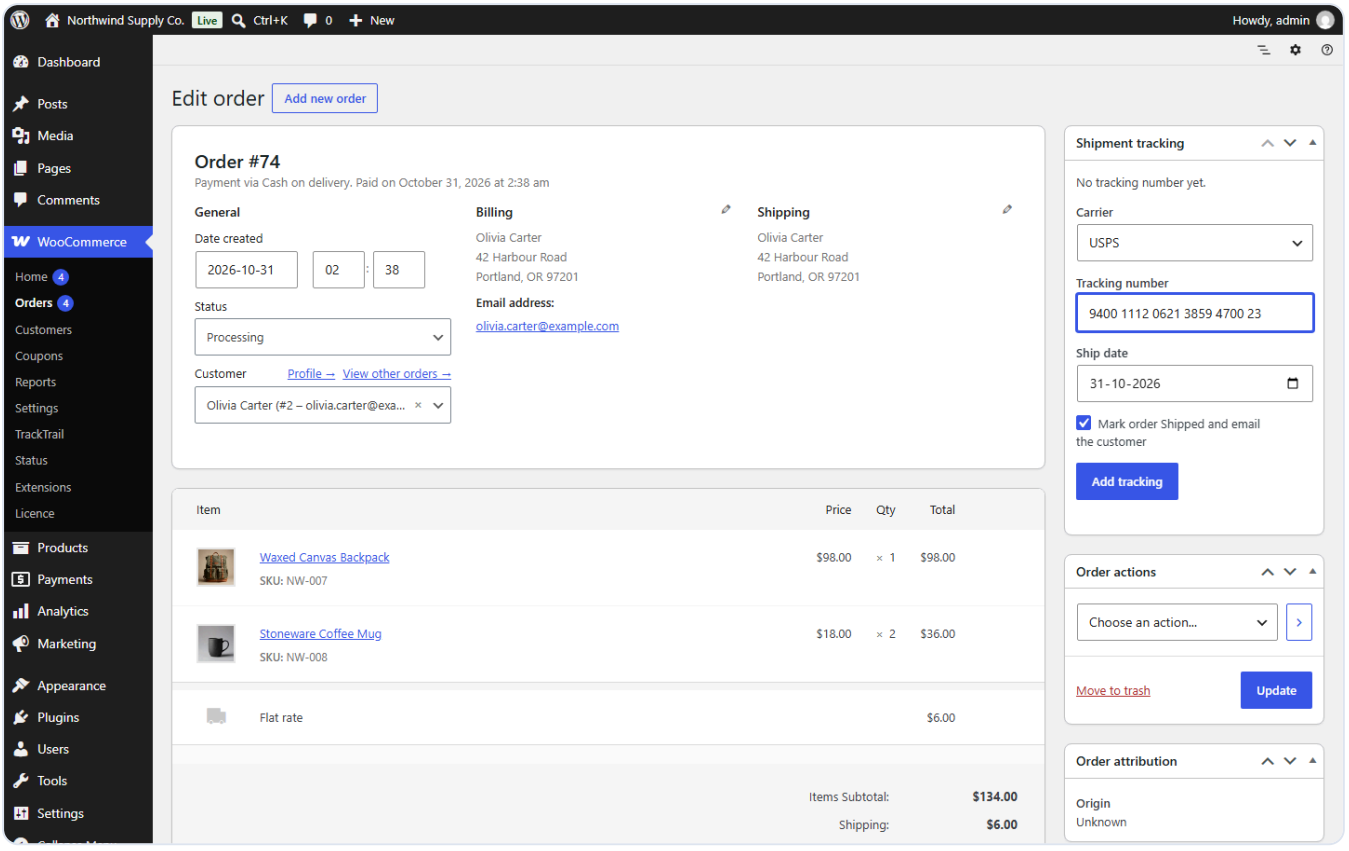
- every tracking number, status, API key, custom carrier and setting is **kept**;
- the background carrier check stops and status emails are not sent;
- customers still see all parcels and tracking links, but not the (no longer updated) live status;
- you can keep adding one tracking number per order (the Free features keep working).

Renew and click **I have paid — check again** on the Licence screen; everything comes back as it was.

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4. Adding tracking to an order

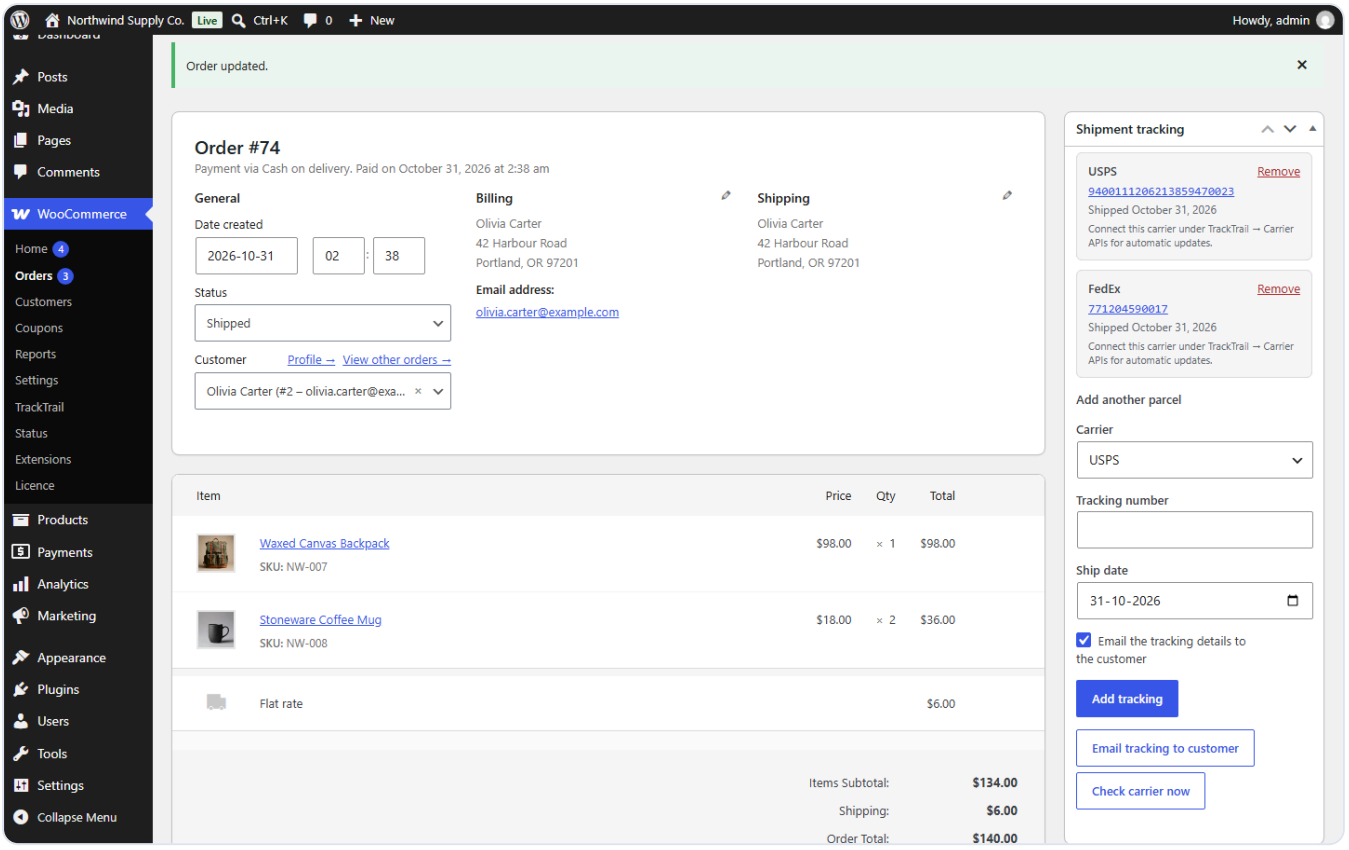
Open any order (**WooCommerce → Orders → click the order**). On the right you find the **Shipment tracking** box (screenshot).

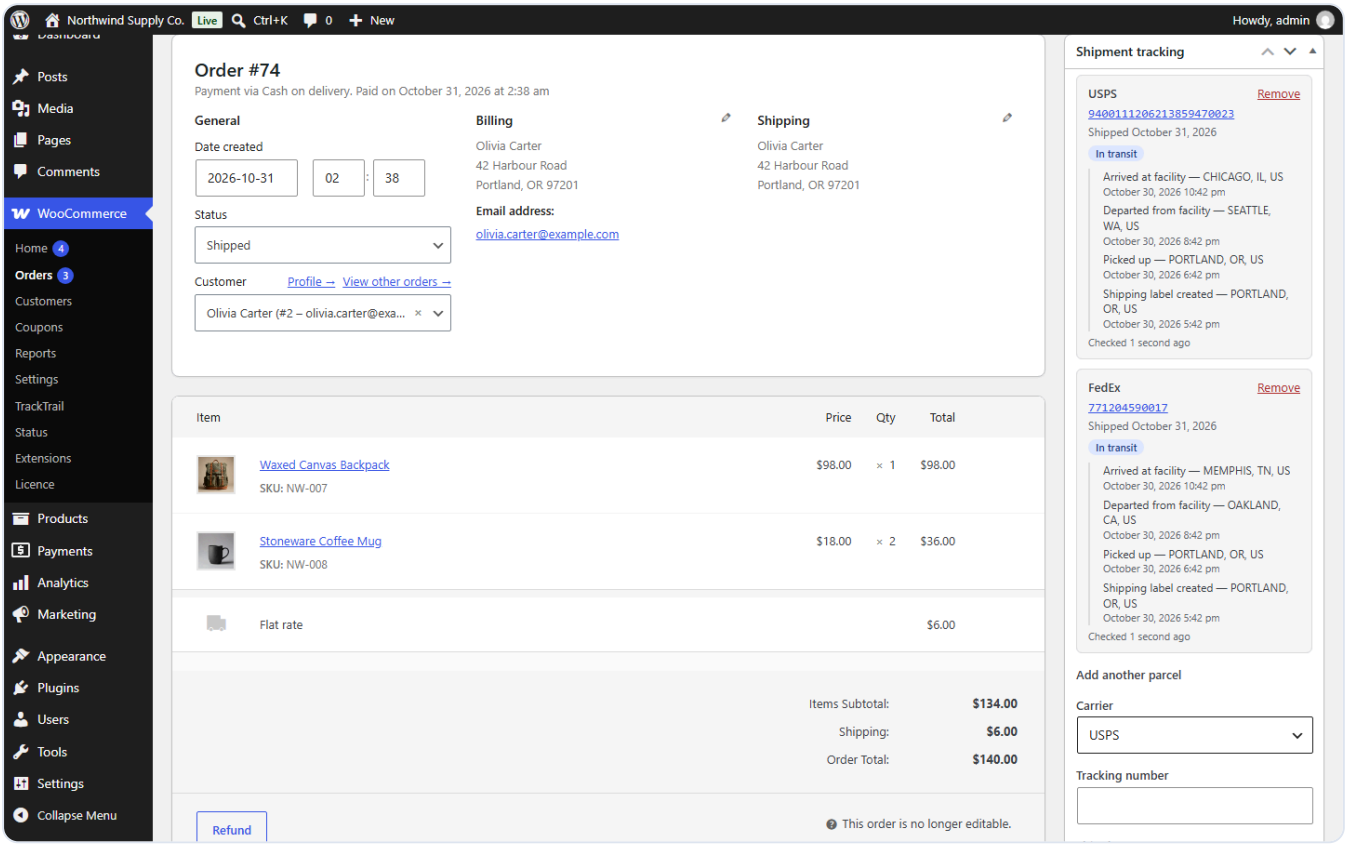


1. **Carrier** — choose from 47 carriers, grouped by region. Set your usual carrier as the default under **TrackTrail → Carriers** so it is pre-selected.
2. **Tracking number** — paste it. Spaces are removed automatically.
3. **Ship date** — today by default.
4. **Mark order Shipped and email the customer** — when ticked, a Pending / On hold / Processing order moves to the **Shipped** status and the customer receives the **Order shipped** email. Untick it to add the number silently.
5. Click **Add tracking**.

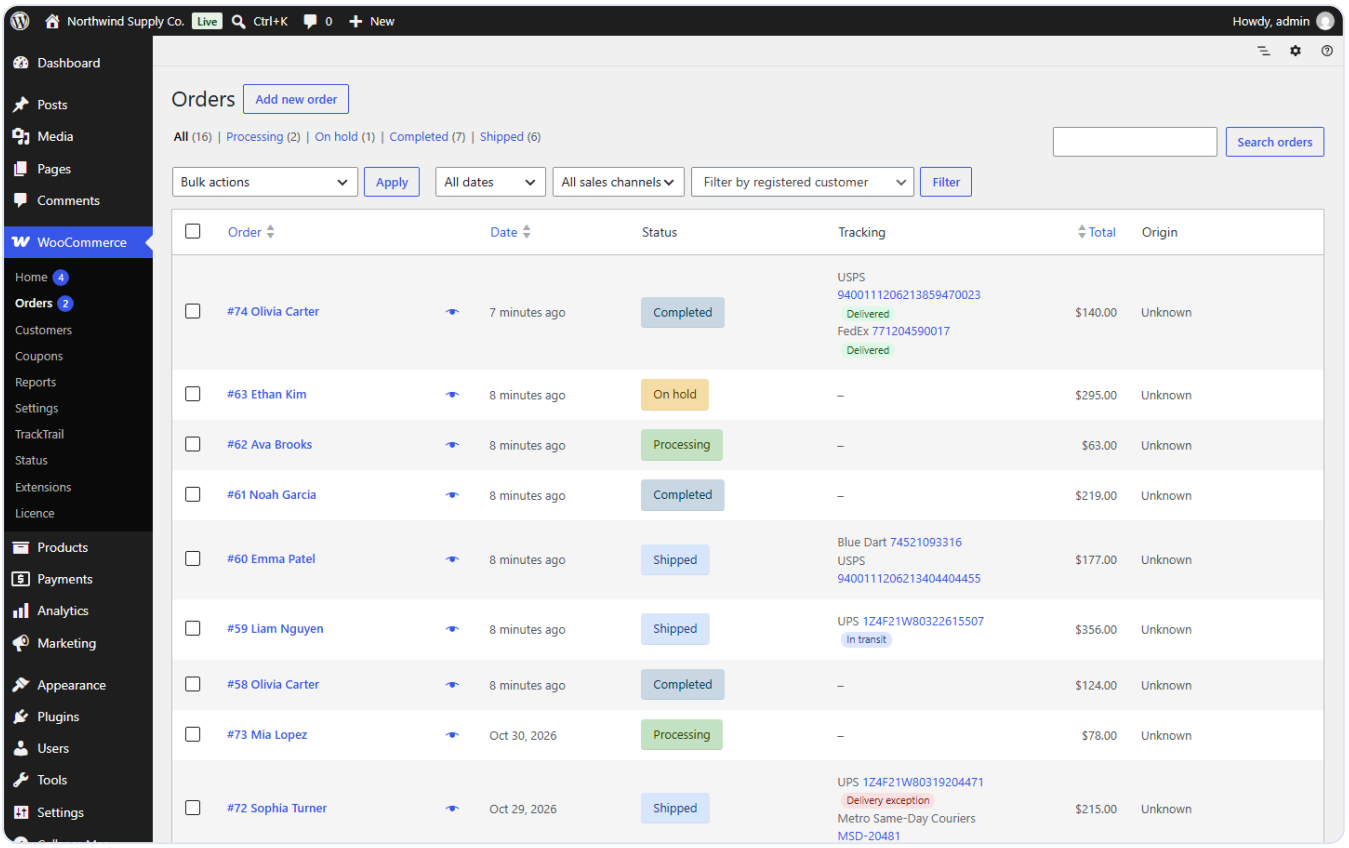
The parcel appears in the box with its tracking link. **Remove** deletes it (a note is added to the order). **Email tracking to customer** sends the Order shipped email again at any time.

Pro: add as many parcels as you need — the form stays open as **Add another parcel** ( ). Each parcel shows its live status, its latest scans and when it was last checked; **Check carrier now** asks the carriers immediately ( ).





The orders list gets a **Tracking** column with the carrier and number (and, in Pro, the status), and a bulk action **Change status to shipped** ( ).



5. What your customers see

- **Order shipped email** — sent when the order moves to Shipped: carrier, tracking number (linked to the carrier's site), ship date and a **Track your order** button that opens the order on your tracking page (`pro-18-email-shipped.png`). Edit the subject, heading and text in **WooCommerce → Settings → Emails → Order shipped**.
- **Tracking in other emails** — the tracking table is added to the WooCommerce emails you choose on **TrackTrail → General** (Completed order, Order details / invoice and Customer note by default).
- **My Account — View order** and the order-received page show a *Shipment tracking* section, and the orders list has a **Track** button (`pro-21-my-account.png`).
- **Track your order page** — customers enter the order number and the billing email (`pro-13-track-page-form.png`). If either is wrong they see one neutral message ("we could not find an order with those details"), so nobody can look up someone else's order; after 10 failed attempts in 15 minutes an IP address must wait. In Pro the result shows the live status, a progress bar (Label created → In transit → Out for delivery → Delivered), the estimated delivery date and every carrier scan (`pro-14-track-page-result.png`).

Put the form on any page with the **Track your order** block (in the WooCommerce block category) or the shortcode `[ttot_tracking]` . The shortcode accepts an optional heading: `[ttot_tracking title="Where is my parcel?"]` .

6. Settings — WooCommerce → TrackTrail

General (`pro-10-settings-general.png`)

Setting	What it does
Shipped status	Adding tracking moves Pending, On hold and Processing orders to **Shipped**.
Email the customer	Whether "email the customer" is ticked by default in the order box.
WooCommerce emails	Which customer emails get the tracking table.
My Account	Show tracking on View order / order received and the Track button.
Tracking page	The page used in email links ("Track your order").
Background sync *(Pro)*	Check open parcels with the carrier APIs via WP-Cron.
Check carriers *(Pro)*	Every hour, twice a day (default) or once a day. Up to 25 orders per run.
Complete delivered orders *(Pro)*	Set the order to Completed when every parcel is delivered. WooCommerce then also sends its Completed order email.
Late after *(Pro)*	Parcels not delivered after this many days count as late in the reports (default 7).
Stop checking after *(Pro)*	Parcels older than this are no longer checked (default 60 days).
Delete all plugin data	Only when ticked, deleting the plugin removes its data. Leave it off when switching Free → Pro.

Carriers (`pro-16-carriers.png`)

Choose the **default carrier** and tick the carriers you use to keep the dropdown short (with none ticked, all 47 are listed). Carriers marked **API** can get automatic updates in Pro.

Your own carriers (Pro): click **Add carrier**, type the name and the tracking-link pattern. `{tracking_number}` is replaced by the number and `{postcode}` by the shipping postcode, e.g. `https://courier.example/track?awb={tracking_number}`.

Carrier APIs (Pro) (`pro-11-carrier-apis.png`)

TrackTrail uses **your own** developer accounts — there is no TrackTrail service in between and no per-parcel fee.

Carrier	Where to get the keys	What to paste
USPS	developers.usps.com → create an app	Consumer key and consumer secret
FedEx	developer.fedex.com → project with the Track API	API key and secret key

Carrier	Where to get the keys	What to paste
UPS	developer.ups.com → app with the Tracking product	Client ID and client secret
DHL	developer.dhl.com → app with *Shipment Tracking – Unified*	API key (works for DHL Express, Paket and eCommerce)

Click **Save and test connection** on a carrier card to check the keys. Keys are stored encrypted in your database (with your site's secret salts), never shown again in full (only the first and last characters), and only ever sent to that carrier. Leave a field empty to keep the saved key; tick **Remove** to delete it. **Use the carrier's test environment** switches to the carrier's sandbox host while you are testing.

Statuses TrackTrail understands: Label created, In transit, Out for delivery, Delivered, Delivery exception. Each change adds an order note. The customer receives one email per change (In transit only for the first scan), using these emails in **WooCommerce → Settings → Emails**: *Parcel in transit*, *Parcel out for delivery*, *Parcel delivered*, *Delivery exception* — each can be edited or switched off.

CSV import (Pro) (`pro-15-csv-import.png`)

Upload a CSV (comma, semicolon or tab separated, up to 2 MB / 2,000 rows):

```
order,carrier,tracking_number,ship_date
1042,UPS,1Z4F21W80322615507,2026-10-31
1043,Blue Dart,74521093316,2026-10-31
```

`carrier` can be the name (USPS, DHL Express, Delhivery…) or the slug (`blue-dart`). Options: mark the orders Shipped, email the customers. The result table lists every row; numbers already on an order are skipped, so uploading the same file twice is safe.

Delivery reports (Pro) (`pro-17-delivery-reports.png`)

Totals for the last 30 / 90 / 365 days: parcels shipped, delivered, on the way, exceptions, late, average days to deliver; a per-carrier table; and lists of exceptions and late parcels with links to the orders. **Check all carriers now** runs the background check immediately.

Logs (Pro)

Every failed carrier call (wrong keys, number not found yet, carrier unreachable) is listed here with the order and carrier. Customers never see these messages.

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7. FAQ

Which carriers are included? USPS, FedEx, UPS, DHL Express, DHL eCommerce, DHL Paket, OnTrac, Amazon Logistics, Canada Post, Purolator, Royal Mail, Parcelforce, DPD UK, DPD Germany, Evri, Yodel, An Post, GLS, Hermes, PostNL, Colissimo, Chronopost, Poste Italiane, Correos, bpost, PostNord, Swiss Post, Austrian Post, TNT, Australia Post, StarTrack, CouriersPlease, Aramex, NZ Post, India Post, Blue Dart, Delhivery, DTDC, Ecom Express, Xpressbees, Ekart, Shiprocket, Japan Post, SingPost, SF

Express, Cainiao and 17TRACK. India Post, DTDC and SingPost links open the carrier's tracking page, where the customer pastes the number.

Which carriers get automatic updates? USPS, FedEx, UPS and DHL (Pro, with your own keys). Other carriers get tracking links and the Shipped email only.

Why did a customer receive two emails? With "Complete delivered orders" on, WooCommerce sends its own Completed order email as well as the Parcel delivered email. Switch one off in WooCommerce → Settings → Emails.

My page cache shows "Your session has expired" on the tracking page. Exclude the tracking page from full-page caching (it contains a security token).

Can I change the email texts? Yes, in WooCommerce → Settings → Emails, or copy the templates from `tracktrail/templates/emails/` to `yourtheme/tracktrail/emails/`.

What happens to Shipped orders if I delete the plugin? Nothing unless "Delete all plugin data" is ticked. If it is, tracking data is removed and orders still in Shipped are set to Completed.

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8. Troubleshooting

Problem	Fix
No Shipment tracking box on the order	Check **Screen Options** at the top of the order screen and tick *Shipment tracking*.
Customer got no email	Check WooCommerce → Settings → Emails → *Order shipped* is enabled, and that your site can send mail (use an SMTP plugin).
Statuses never update (Pro)	Carrier APIs tab: is the carrier *Connected*? Click *Save and test connection*. Check **Logs**. WP-Cron needs site traffic or a real cron job calling `wp-cron.php`.
"Tracking number not found yet" in Logs	Normal for a few hours after the label is created; TrackTrail tries again on the next run.
Tracking page says it cannot find the order	The customer must use the billing email of the order.

Support: https://coodecraft.com/support