



GETTING STARTED ON uAFRICA

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1. uAfrica-specific terms

The uAfrica website and platform uses terms specific to the courier and eCommerce industry. Some of these terms are defined below for ease of use:

Sender

The sender is the person who is shipping the parcel. Thus, “sender address” refers to the shipper’s address and “sender collection” is the location from which the courier will pick up the parcel.

Fulfil

To fulfil an order refers to the steps involved in receiving, processing and delivering orders to customers. In the case of uAfrica, it will mean choosing a courier quote and specifying other details in order to get the order to the customer.

Shipping Label

Also referred to as a waybill; It is a type of identification label that helps describe and specify what's inside a package, as well as the originating and destination addresses.

Manifest

It is a document listing all the shipping labels of the parcels that need to be collected by a courier on a specific day. Downloading and using a manifest means that the driver who is doing the collection will only need to sign one document, rather than the shipping label for each parcel.

Packing slip

A packing slip is a document that specifies all of the items that need to be included in the package, to ensure that the customer receives their entire and correct order.

Collection instructions

These are instructions that you can include during order fulfilment that relate to the **collection** of packages. For example, “Please collect from entrance 2 and ask for Jim”.

Delivery instructions

These are instructions that you can include during order fulfilment that relate to the transport and delivery of packages. For example, “Fragile. Please do not leave with security”.

Multichannel

Multichannel is a feature on uAfrica that gives you the opportunity to sell your products on multiple websites, while syncing your orders to one central dashboard on uAfrica. We currently offer integrations for bidorbuy.co.za, PriceCheck, WooCommerce and Shopify. It removes the hassle of having to update inventory on each individual channel.

Outstanding balance

In our billing terms, “outstanding balance” means that you are required to pay your shipping costs and does not refer to payment of the subscription fee.

2. Signing up for an account

Users can [sign up](#) for a thirty-day free trial on the uAfrica website. Users are prompted to complete the required fields on the registration page, which includes your business name, email address and phone number. You will also need to create a password for your account. After agreeing to the Terms of Service, you can register on uAfrica.

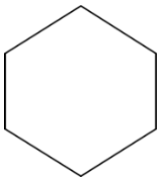
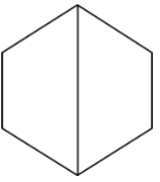
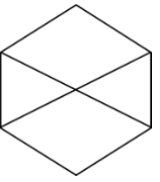
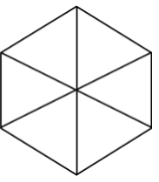
It is important to note that all uAfrica accounts start as the thirty-day free trial. It is only after the thirty days have passed that users are prompted to pick a [pricing plan](#).

What is the 30-day free trial?

The uAfrica 30-day free trial provides an excellent way to try out the system before you commit to it. Not only do you get to test the full functionality of uAfrica, but you get all of the benefits of a Gold plan. This includes multiple sender addresses, excellent shipping rates and ten user accounts. With the 30-day free trial, you get a shipping credit of R100.00, which means that you can ship as many parcels as possible to the value of R100.00 – after which you are prompted to make a payment.

During the 30-day free trial you can experiment, play and ship as much as you please. After the trial has expired, you can decide if uAfrica is for you. If not, no questions asked. If you loved it, you can pick a plan and join the uAfrica family.

What does the pricing plan look like?

BLUE	BRONZE	SILVER	GOLD
			
R99	R299	R799	R1999
monthly subscription	monthly subscription	monthly subscription	monthly subscription
<ul style="list-style-type: none"> ✓ Up to 5% uAfrica shipping discount ✓ Up to 10,000 products ✓ 50 Orders per month 	<ul style="list-style-type: none"> ✓ Up to 10% uAfrica shipping discount ✓ Up to 25,000 products ✓ 250 Orders per month 	<ul style="list-style-type: none"> ✓ Up to 15% uAfrica shipping discount ✓ Up to 50,000 products ✓ 750 Orders per month 	<ul style="list-style-type: none"> ✓ Up to 20% uAfrica shipping discount ✓ Up to 100,000 products ✓ 2000 Orders per month

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| ✓ 2 Sales channels | ✓ 3 Sales channels | ✓ 5 Sales channels | ✓ 10 Sales channels |
| ✓ 1 User account | ✓ 2 User account | ✓ 5 User account | ✓ 10 User account |

For more information on each plan, head over to our [Pricing](#) page.

3. Getting Started

Once you have logged into your uAfrica account for the first time, the system will give you prompts to help you get started.

Before making any shipments, you need to **add a sender address** so that we know where the courier will be collecting your shipments from.

[Create a sender address](#)

You do not have any orders yet.

You can manually create orders on uAfrica.com, or import orders from external sales channels (For example your online store, or Bidorbuy), or a CSV file.

On uAfrica.com, you need to create an order to be able to ship a parcel.

+ CREATE AN ORDER
IMPORT ORDERS

This is a once-off action. The next time you log into your uAfrica account, it will automatically open to the uAfrica dashboard.

Set up sender address

As you can see from the above image, the system prompts you to create a sender address. This is the address from which the parcel will be sent from. Here you should complete every field, including an address name, like “Home” or “Office or anything else you will recognise later. It is important to make sure that you include your Street Address and to make sure that all of the information is as accurate as possible.

Your sender address can be edited at a later stage. This is found on the Settings page and instructions on how to do this can be found in [Shipping settings](#) below.

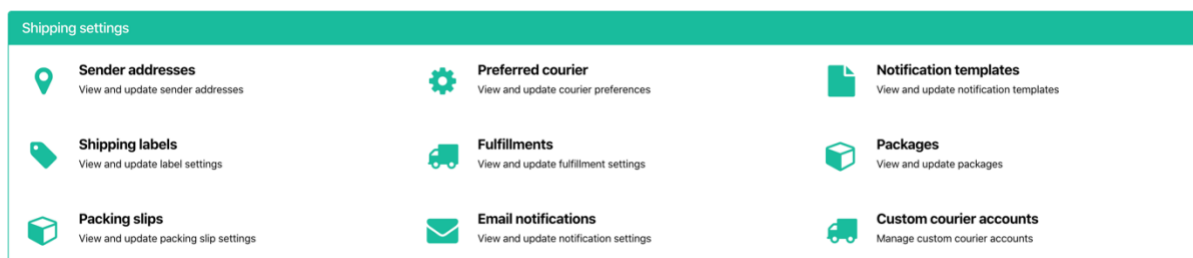
Create and fulfil your first order

After setting up your sender address, the system informs you that you do not have any orders yet. From here you can either [create a manual order](#) or you can import your orders by [installing a sales channel](#) or importing them via a CSV file.

4. Setting up your Shipping

One of uAfrica's best features is its customisation. Before you start shipping parcels, it is important to check your settings and make sure that everything is set up to your preferences. To access your settings, click on the arrow next to your company name. From the dropdown menu select "Settings". You can manage all of your uAfrica settings from this page.

Shipping settings



- **Sender addresses**

From here you can manage the addresses from which you are shipping. You can create a brand-new address, edit your existing address or even delete it if necessary. It is a great idea to give your addresses a name that is easy to recognise ("Address Name"). Examples of this are "Home", "Work" or "Factory". This will help you when you are fulfilling orders.

It is also important to complete the "Advanced Settings" section. Firstly, you can decide to which email address the shipping labels and packing slips will be sent to after order fulfilment. Here you also need to specify a time frame in which couriers can collect parcels. You can even specify a scheduled time for collections when a collection request has not been sent yet. Lastly, you should upload your company logo for the emails that will be sent out from this sender address.

- **Shipping Labels**

After you've fulfilled an order, the system will generate an automated shipping label. This needs to be printed in such a way that you have **four copies** in order to ensure that accurate tracking of the parcel can take place.

This is the setting where you can confirm the specifics of your shipping labels. For example: you can specify that your paper size is A4, but that you need four A6 shipping labels printed. This will then produce four shipping labels on one sheet of paper that you can cut before collection takes place. Here you can also upload the logo that should appear on the shipping labels.

- **Packing slips**

A packing slip is a document that specifies all of the items that need to be included in the package. This is used to ensure that your customer is getting everything they ordered. This setting can be used to specify if images of the items or the name of the vendors should be included on the packing slip.

- **Preferred Courier**

Using this setting, you can specify precisely which courier you would prefer like to use by default. This is especially important if you would like to fulfil orders in bulk. You can either fulfil orders using a specific courier or you can simply fulfil orders using the cheapest quote. The system also allows you select an alternative courier and service level should your preferred courier be unavailable.

- **Fulfillments**

When you are fulfilling an order, you will receive real-time quotes from the couriers. The quotes are categorised into “Cheapest”, “Fastest” and “All”. You can decide what the default category should be by using this setting.

- **Email Notifications**

This setting allows you to choose who will be getting notification emails from uAfrica for certain events. For example, you can decide that an email should be sent to the customer when the parcel is “In Transit”, but you can also choose to have the email sent to yourself. This setting can help you to completely customise your customers’ experience.

If you have a MailGun account from which you would prefer to have these emails sent, you can use the “Advanced Settings” section to complete your MailGun API key and domain.

- **Notification Templates**

This is another setting with which you can customise your customer experience. Here you can edit all of the emails that are sent to your customers as their parcel goes through the delivery process. You can code an email or simply keep the uAfrica code and edit the wording.

- **Shipping Packages**

During the order fulfilment process, you will need to specify the size of the parcel you are shipping. To get accurate quotes, you need to ensure that you provide the system with the actual weight, as well as the dimensions (width, height and length) of the parcel. The courier will then charge you on the highest weight.

To speed up this process, you can create ready-made Shipping Packages using this setting. For example: if you ship your parcels in three different sized boxes, you can

add the dimensions of each box and create shipping packages. This means that you will no longer need to measure each box during order fulfilment – you will simply need to select the size of the box that was used.

- **Custom courier accounts**

If you have an account with one of the courier companies that are integrated with uAfrica, you can use it instead of uAfrica Shipping. You will then be billed directly by the courier company. This setting allows you to connect your uAfrica account directly to your account with the couriers.

5. Managing your Multichannel

Multichannel is another one of uAfrica’s features. It offers you the opportunity to sell your products on multiple websites, while syncing your orders to one central dashboard on uAfrica. Multichannel removes the hassle of having to update inventory on each individual channel. When an order is placed on a sales channel, the inventory is adjusted across all other channels, ensuring that you never sell anything you do not have in stock.

Installing a Sales Channel

1. Log in to your uAfrica.com account and click on the “Sales Channel” tab.
2. Click on the specific sales channel you would like to add and follow the prompts.
For more details on setting up each sales channel, head over to our [Multichannel help page](#).
3. Once the link is authorised, your products and existing orders from the last seven days will be automatically imported into uAfrica.
4. If you are adding multiple channels to sync between, you need to set up rules to ensure that the syncing happens correctly.

Rules in Multichannel

You can set up rules to make sure that the correct products appear on your bidorbuy or PriceCheck Sales Channels in the correct format, provided that you have a Primary Channel linked to uAfrica. Setting up rules means that you can choose which products you’d like to sell on which platform and what information you’d like to communicate with each product. For more information on how to set up rules, go to our [Multichannel help page](#).

Multichannel settings

For the settings that relate to each specific Sales Channel, go to the “Sales Channel” tab and find the settings wheel in the corner of each Sales Channel block. Here you can test the

communication between uAfrica and the channel, reauthorize the channel, synchronise products or change the channel settings.

6. Shipping Zones

The Shipping Zones feature allows you to offer your customers shipping rates based on their South African postal code. This feature can be used on bidorbuy, Shopify or both. This means that your customers can enter their postal codes at checkout and the system will charge them a shipping fee based on that code.

Setting up your Shipping Zones

1. When you log into uAfrica, click on the “Shipping Zones” tab at the top of the screen. It is **very important** to note that the rates given on this page are sample rates, are not real and need to be customised according to own shipping rates.
2. The first step is to create Service Levels; you will find this in the secondary tab. Service Levels give your customers an indication of how long the goods will take to get to them (for example; economy, overnight or same day delivery).
3. On the “Service Level” page, you can create, edit and delete the service levels you would like to offer your customers. Once these are set up, you can customise the rates for each service level you offer.
4. Next, you need to edit the Rates. To edit the rates, click on the blue link on the left of the screen, then edit the rate on the right of the screen. You can edit the minimum and maximum weight, the minimum and maximum order price and the shipping rate price. You can also assign the rate to a specific Service Level and Zone.
5. In the backend of the uAfrica platform, there is a postal code CSV file that links your rates to a Zone. Make sure that you are using the correct zone file based on where you are in South Africa. To locate these files, click on the “Shipping Zones” tab and then on “Zones” in the secondary tab.

Enabling Shipping Zones on Shopify

If you would like to use Shipping Zones on Shopify, you will need to have the “Real-Time Carrier Rates” functionality activated on your Shopify plan.

This functionality is available to the “Advanced Shopify” plan holders by default. However, you can add this functionality to your plan in one of two ways: (1) You can pay an additional \$20 per month for the functionality or (2) You can lock into an annual Shopify subscription, where they will give you a 10% discount on the subscription and add the carrier rates functionality for free. In order to activate the functionality, you need to speak to the team at Shopify. They can be reached on (012) 940-1069 or by going to their support page and doing a web chat.

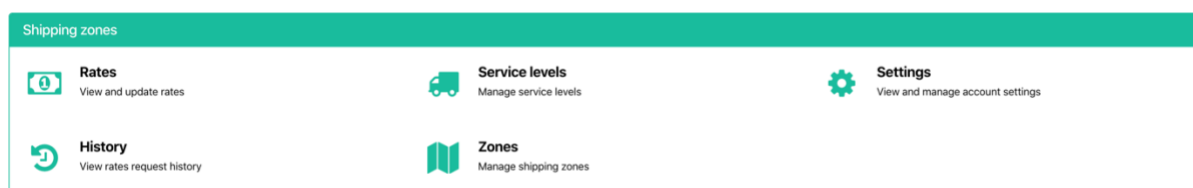
Once you have the “Real-Time Carrier Rates” activated on your Shopify store, log into uAfrica and click on the “Shipping Zones” tab. In the secondary tab, select “Settings” and make sure your Shopify channel is Enabled.

Enabling Shipping Zones on bidorbuy

To enable Shipping Zones on bidorbuy, you’ll need to first install the bidorbuy channel. Once you have done that, click on the “Shipping Zones” tab and select “Settings”. You need to ensure that your bidorbuy channel is Enabled. This will push your customised rates to bidorbuy in the “Payments and Shipping” tab underneath your product image and price information on bidorbuy.

This [video tutorial](#) will show you how to set up your Shipping Zones in uAfrica.

Shipping Zone settings



These settings are used to set up the Shipping Zones as explained in the previous section.

- Rates**

Your personalised shipping zones and rates are set up on this page. Here you can create new rates, edit existing rates, delete rates and even test them!
- History**

This setting allows you to see exactly when and where your Shipping Zones were used. You will be shown on what date an order was placed, what the value and weight of the order was and what postal code was entered. Finally, you will also see what Shipping Zone rate was charged to that order.
- Service levels**

This setting lets you specify what service levels you would like to offer to you customers. This gives your customers an indication of how long the goods will take to get to them This is completely customisable and to your discretion. You can create new service levels, edit existing ones and even delete them if necessary.

- **Zones**

Here you can choose a zone definition to use. This refers to a postal code CSV file that links your rates to a specific zone. Make sure that you have selected the correct zone file based on where you are in South Africa, in order to ensure that the codes are as accurate as possible.

- **Settings**

Firstly, you will need to choose a default item weight. Before your customer sees shipping rates at checkout, we need to search for the chosen products to work out the total order weight and show the customer the relevant shipping rates that apply. If you haven't specified a product's weight, the system will use this default weight instead.

After specifying the default item weight, you need to choose which channels will have custom shipping zones enabled. This can be your Shopify store, your bidorbuy account or both.

7. Using uAfrica

Now that your uAfrica system has been set up and is ready to go, it's time to start shipping. To do this, you can either create an order manually or you can link your sales channels to uAfrica so that the orders placed on your sales channels sync to uAfrica automatically.

Create a Manual Order

1. Once logged into uAfrica, click on the "Orders" tab at the top of the page and click on the "Create Order" button.
2. On the order creation page, click on the drop-down menu to choose the financial status of the order (Unpaid, Paid or Partially Paid). You can include an order reference, but it is not necessary.
3. Add the item name, the cost per unit and weight of each unit. Click the plus icon to add more items. You will need to be as accurate as possible because the quotes you will receive are based on the parcel's dimensions and weight that you input. If these are not correct, the estimate you receive will not be reflective of the final charge you will receive from the courier.
4. Include the cost of shipping that you will be charging your customer.
5. In the column on the right, add your customer's name, email, phone number and shipping address if it is a new customer. Alternatively, use the search bar to look for existing customers.
6. Remember to add the billing address.
7. Once you have recorded all the details and you are certain that the shipping address is accurate, click "Save Order".
8. On the next page you will see the order details. Confirm that all of the information is correct and click on the "Fulfill" button.

9. On the fulfilment page, confirm which address you are shipping from and what the parcel dimensions are. Refresh the quotes if necessary and choose a courier option. You can add collection or delivery instructions, insurance and apply surcharges on this page as well.
10. Once you are satisfied, click on “Fulfill and Ship”.

Fulfill an Order

1. Once logged into uAfrica, click on the “Orders” tab at the top of the page and then select the order number of the order you would like to fulfill.
2. This will open the order details page, which shows more information about the order that was placed. Here you can also edit the customer’s address.
3. If you are satisfied, click on the “Fulfill” button at the top of the page.
4. On the quotation page, you will have to specify from which location you are shipping from if you are on the Gold plan. Otherwise, your sender address is already set.
5. Next, you need to specify your parcel dimensions. Here it is important to be as accurate as possible, as the courier quote is dependent on the dimensions of the parcel. Also, the more accurate you are with your dimensions, the less of a difference there will be between the estimate quote and the final charge.
6. Now it is time to refresh your courier quotes and select the one that works best for you. You can filter the quotes by the cheapest, the fastest or all options.
7. Finally, you need to specify any additional options. Here you can insure your parcel, decide on the shipping label size or add collection and delivery notes for the courier company. If you know that the address to which you are sending the parcel is in a possibly surcharged area, you should specify this as well to get a more accurate quote from the courier.
8. Once you are happy with the quote, click on the “Fulfill and Ship” button.
9. A short summary of the shipment will appear, which you should then double-check and then approve if you are satisfied.
10. Once you have fulfilled the order, an automated shipping label of the order will automatically download or be available for download, depending on your browser settings. This shipping label must be printed in order for you to have **four copies** of it.
11. At this point, an email with tracking details will be sent to your customer to inform them that their order has been fulfilled.
12. The courier company has also been notified of the parcel that is ready for collection. You can check to see if this collection request has been sent by going to the “Shipping” tab and clicking on “Collection Requests” in the secondary tab.

This [video tutorial](#) shows you, step by step, how to fulfill orders on uAfrica.

Utilising the “Shipping” tab

Use the “Shipping” tab to keep better control of your shipments and fulfillments. This is the tab that deals primarily with fulfilled orders.

- **Shipments**

This sub-heading gives you a very detailed summary of each of your shipments. It includes tracking information, the status of the shipment and other information that will give you a good oversight of your shipments.

- **Collection Requests**

This tab will show you all of the collection requests that were sent to the couriers for all of your shipments. Here you will be able to access the courier's reference for your parcels, see the location of collection, as well as the type and status of the request.

- **Manifests**

It is a document listing all the shipping labels of the parcels that need to be collected by a specific courier on a specific day. For example, a manifest will be created if you have four orders that you've fulfilled with quotes from the same courier. Downloading and using one of these manifests means that the driver who is doing the collection will only need to sign one document, rather than the shipping label for each parcel.

- **Settings**

This tab will simply take you back to the Settings page that you can also access by clicking on the dropdown menu next to your account name.