



How to connect your WooCommerce store to CourierIT



Use this guide to connect your WooCommerce store to your CourierIT platform account. You will create an API key in CourierIT, download the CourierIT WooCommerce plugin, upload it to WordPress, and save your API key in the plugin settings.

Before you begin

Please make sure you have the following before you start:

- An active CourierIT platform profile.
- Access to your WordPress admin dashboard.
- Permission to install and activate WordPress plugins.
- WordPress 6.0 or higher.
- WooCommerce 7.0 or higher.
- PHP 7.4 or higher.



Important

Keep your API key private. Anyone with access to this key may be able to connect to your CourierIT account.

Step 1: Log into your CourierIT platform profile

You can log into your CourierIT platform profile in one of two ways:

1. Through the CourierIT website, or
2. Directly through the CourierIT platform link.

Both options will take you to the same login page.

Option 1: Log in through the CourierIT website

Use this option if you are starting from the CourierIT website.

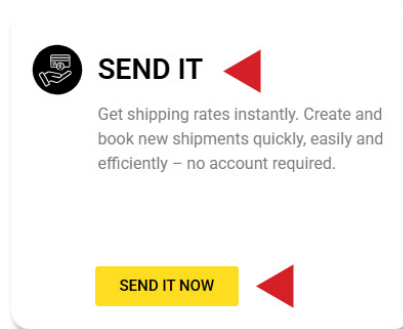
a) Go to the CourierIT website

Open your internet browser and go to: www.courierit.co.za



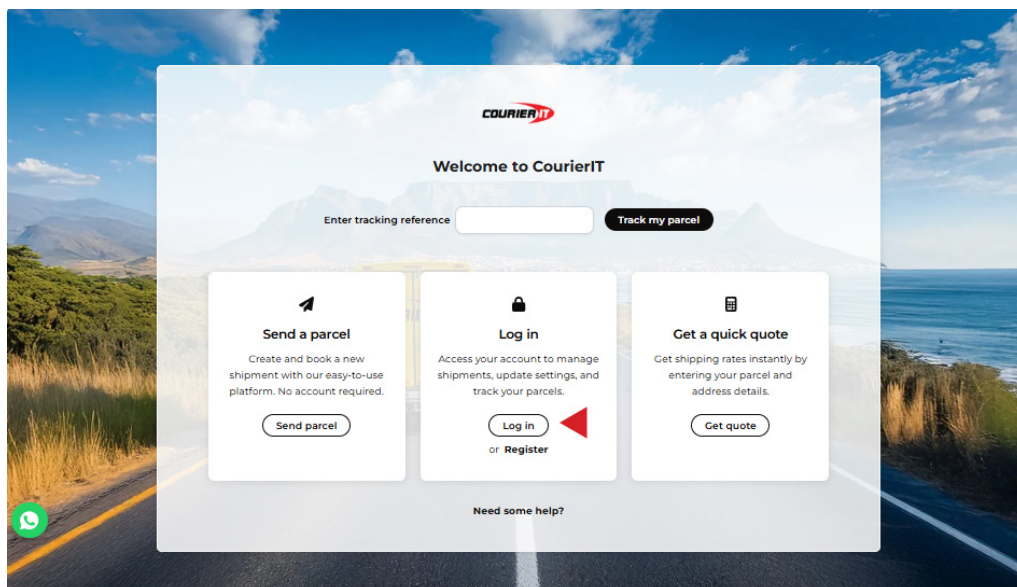
b) Find the platform login link

On the CourierIT website, look for the platform login link. This will be shown under the “SEND IT” information block.



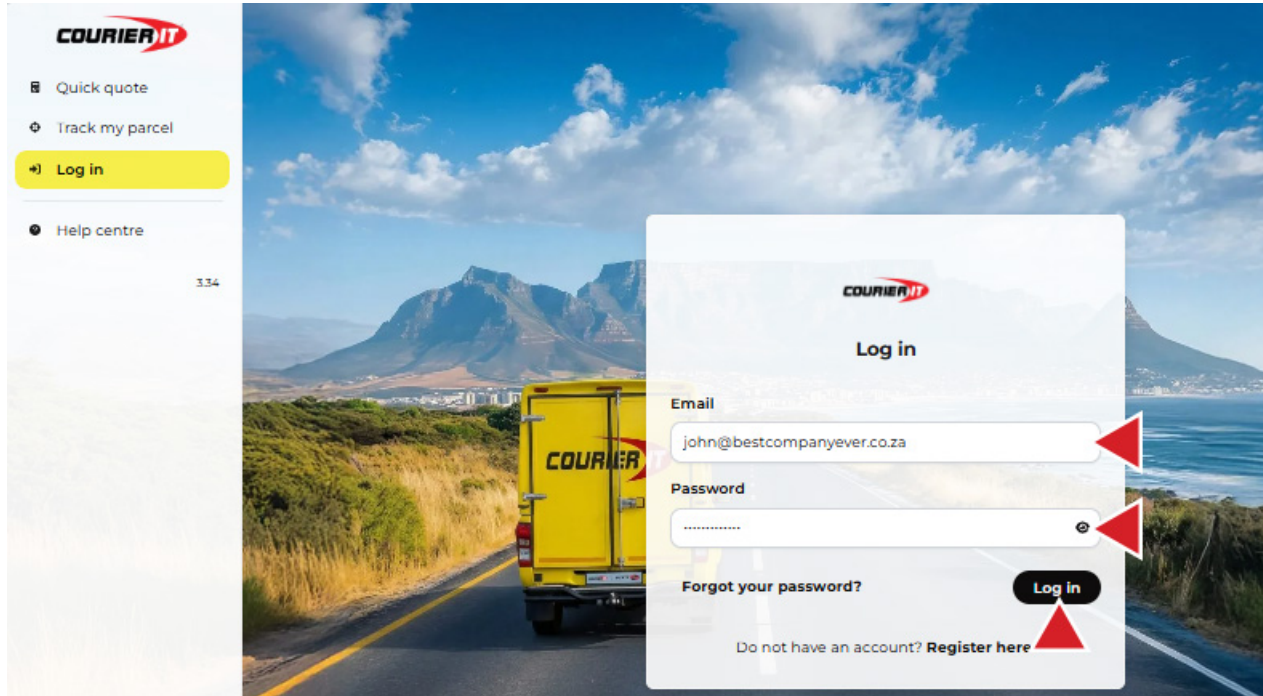
Click the “SEND IT NOW” button to open the CourierIT platform.

c) Click the “Log In” button



d) Enter your login details

Enter the email address and password linked to your CourierIT profile. Then click Login.



You will now be logged into your CourierIT platform profile.

Option 2: Log in directly to the CourierIT platform

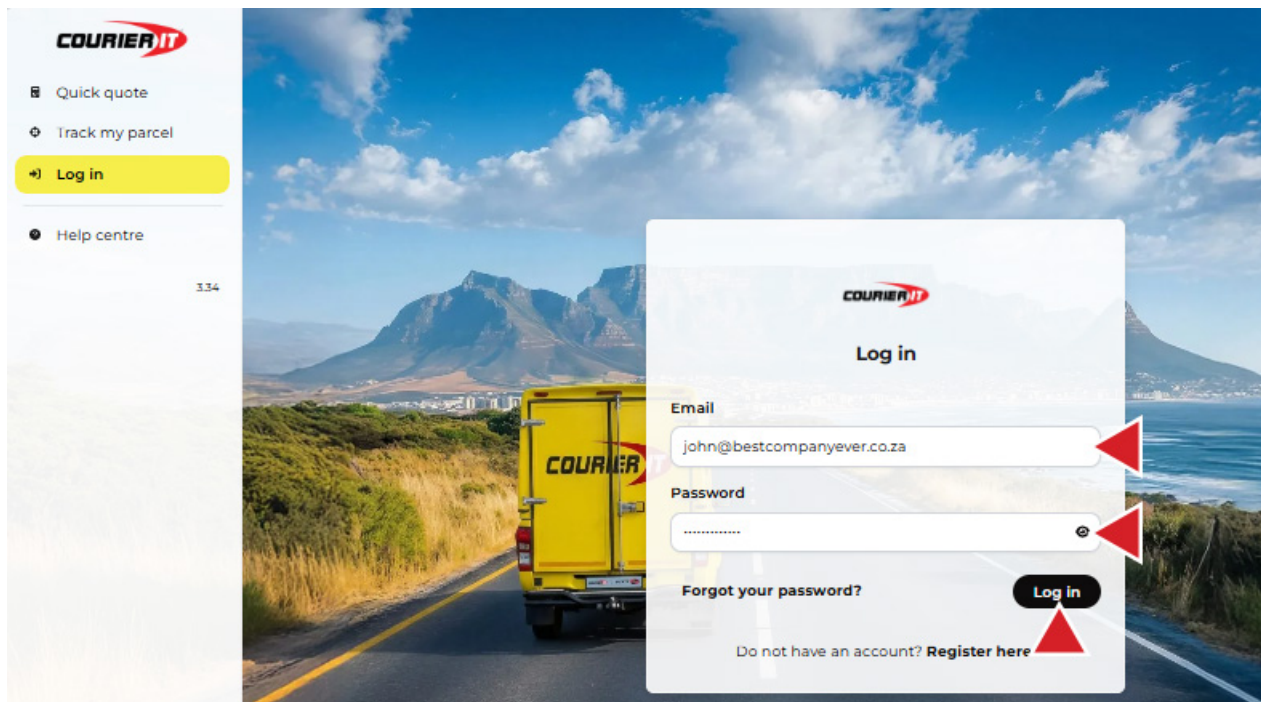
Use this option if you already have the direct CourierIT platform link.

a) Open the CourierIT platform

Open your internet browser and go directly to: go.courierit.co.za/login

b) Enter your login details

Enter the email address and password linked to your CourierIT profile. Then click Login.



You will now be logged into your CourierIT platform profile.

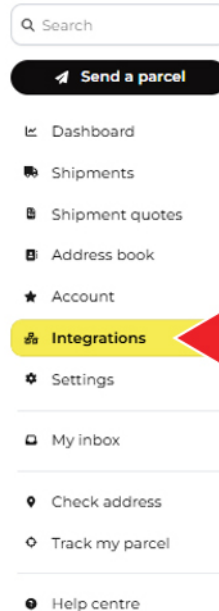


Helpful Tip

For quicker access next time, save the CourierIT platform link as a bookmark or favourite in your internet browser.

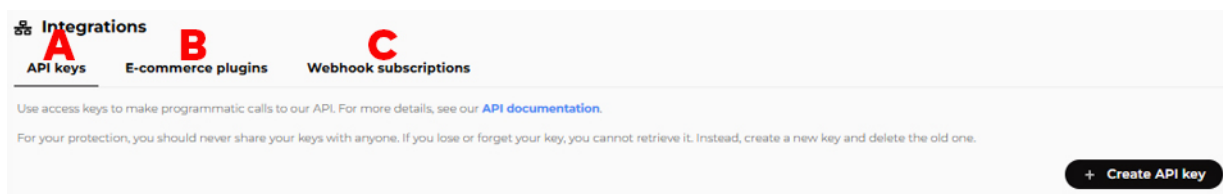
Step 2: Open the Integrations page

Once you are logged in, go to the main menu on the left and click Integrations.



The Integrations screen has three tabs:

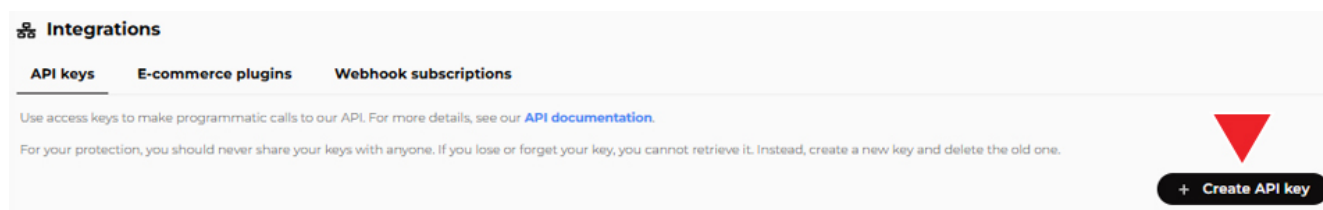
- **A - API Keys:** create and manage access keys for integrations and programmatic calls to CourierIT.
- **B - E-commerce Plugins:** view the available plugins that can be installed for your online store.
- **C - Webhook Subscriptions:** subscribe to specific webhook topics to receive event updates.



Step 3: Create a new API key

Your API key is the secure key that allows WooCommerce to connect to your CourierIT platform account.

a) Click the “Create API key” button



b) Name your API key

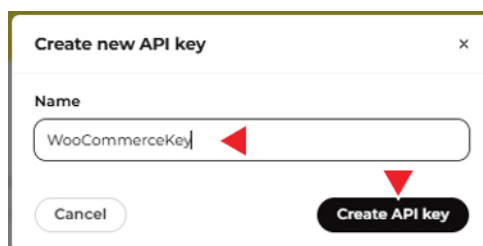
Enter a clear, descriptive name for the key. For example, you can use WooCommerceKey.



Important

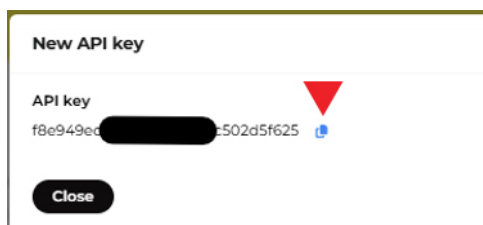
Once the API key name has been created, it cannot be changed.

Click **Create API key** to complete the process.



c) Copy and save your API key

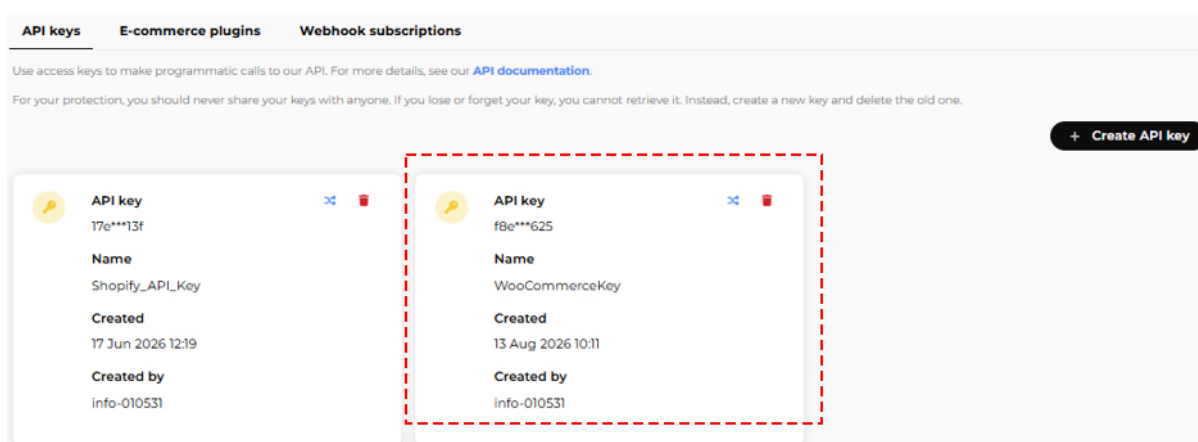
Your new API key will display on screen. Click the copy icon to copy the key, then save it somewhere secure. You will need it when setting up the plugin in WordPress.



Important

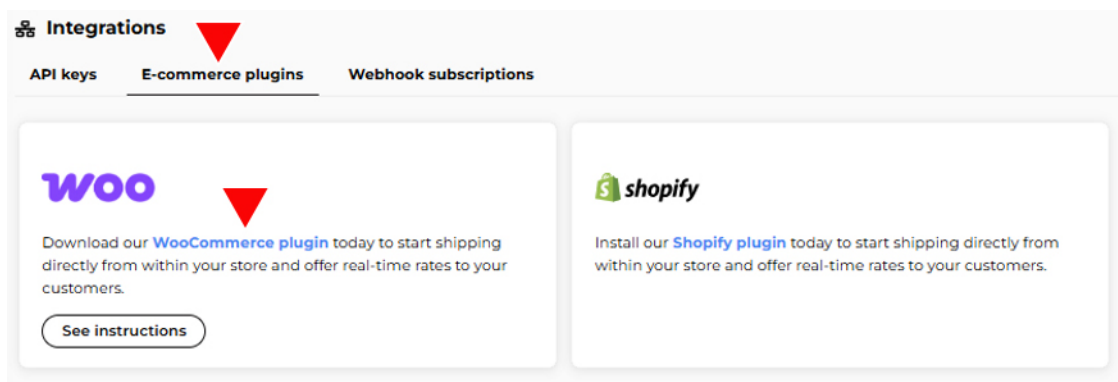
For security reasons, you will not be able to view this API key again after you close the dialogue box.

Your newly created API key will now appear in your list of API keys for your account.



Step 4: Download the WooCommerce plugin

Go to the E-commerce Plugins tab. This tab shows the available e-commerce plugins that can be installed.



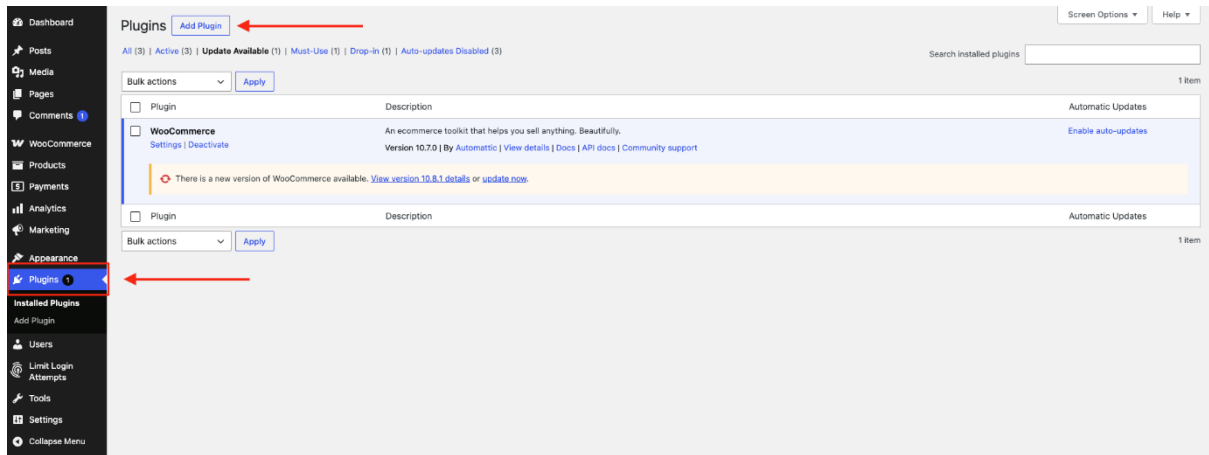
Download the CourierIT WooCommerce plugin ZIP file to your computer.

Plugin download: [CourierIT WooCommerce plugin ZIP file](#)

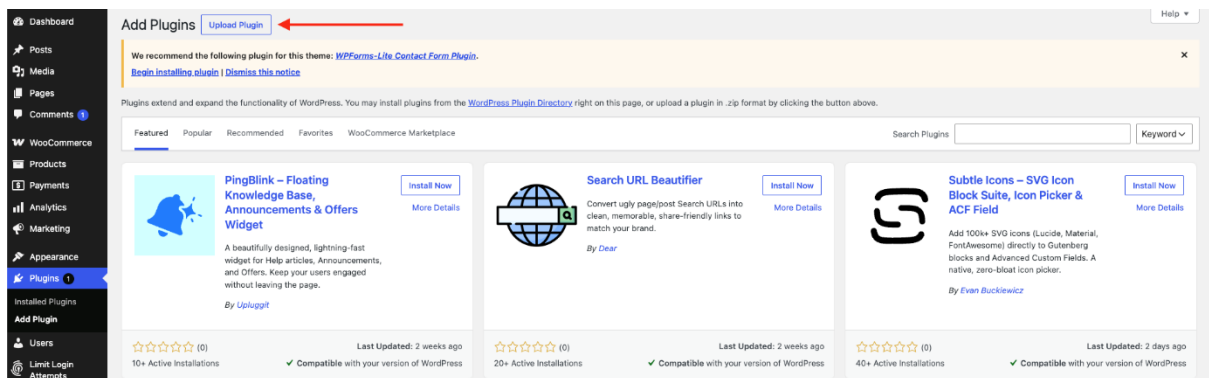
Save the ZIP file somewhere easy to find, such as your Downloads folder or Desktop. Do not unzip the file before uploading it to WordPress.

Step 5: Upload and activate the plugin in WordPress

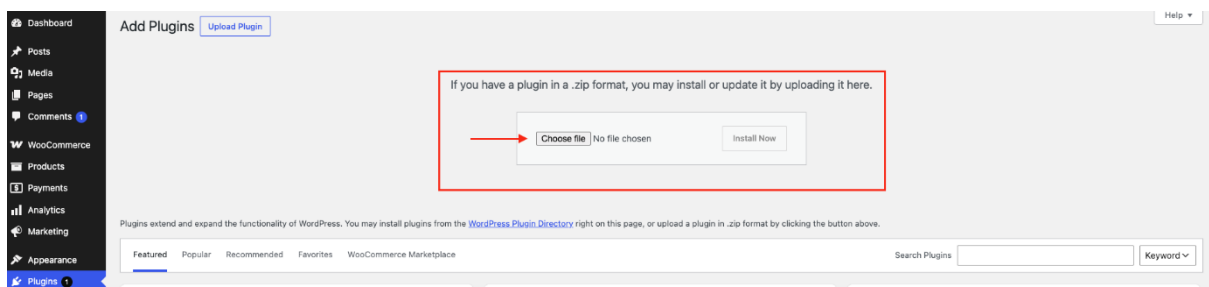
Open your WordPress admin dashboard. From the menu on the left, go to Plugins, then click Add Plugin or Add New.



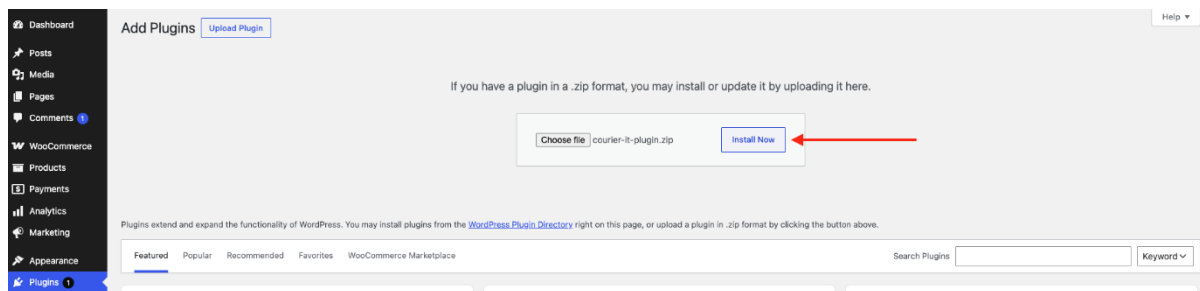
On the Add Plugins screen, click Upload Plugin.



Click Choose file, select the CourierIT plugin ZIP file you downloaded, and upload it.



Once the ZIP file has been selected, click Install Now.

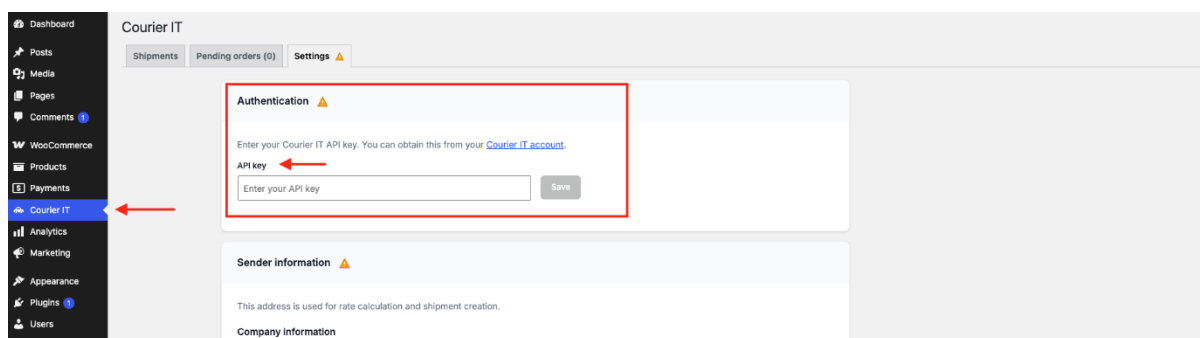


When the installation is complete, click Activate.

Step 6: Add your API key to the CourierIT plugin settings

In WordPress, go to CourierIT, then open the Settings tab.

Paste the API key you created in Step 3 into the API key field and click Save.



Your WooCommerce store is now connected to your CourierIT platform account.

Troubleshooting

If your integration does not work as expected, check the following:

- Confirm that the API key was copied correctly and saved in the CourierIT plugin settings.
- Check that your CourierIT account details are correct.
- Make sure your WooCommerce shipping zones and shipping methods are configured.
- Check that the customer delivery address is complete, especially the postal code.
- If needed, enable debug logging under CourierIT > Settings > Developer settings and review wp-content/debug.log.