ikunix Packivio Pro for WooCommerce

Setup and daily use for packing teams

This guide builds on ikunix Packivio Free. Use it to track packing time and labor costs, record exceptions, and trace what happened to an order.

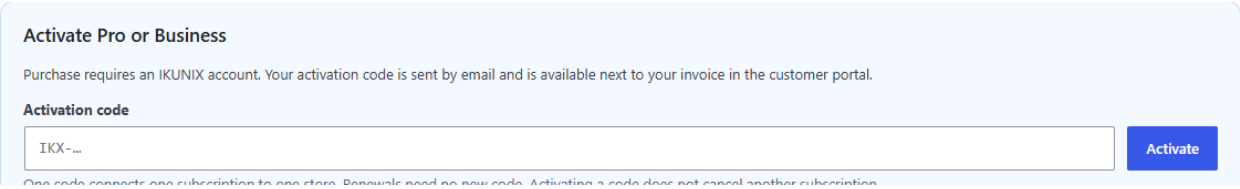
1 Install Premium and activate Pro

Keep WooCommerce and the ikunix Packivio base plugin active. On the IKUNIX product page, choose monthly or annual billing. Under **Pro**, select **Buy license** and use **Download software** to get the Premium ZIP.

Download and licensing on the IKUNIX website

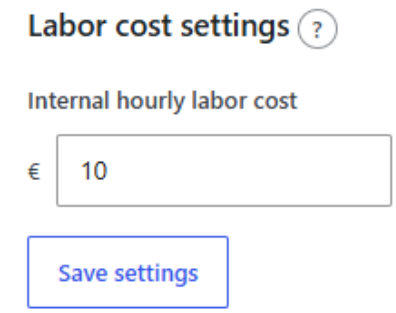
In WordPress, go to **Plugins › Add Plugin › Upload Plugin**. Select the Premium ZIP, click **Install Now**, then **Activate Plugin**. Open **WooCommerce › ikunix Packivio › Plans & pricing**. For a new store, click **Connect Free** first.

After payment is confirmed, you'll find your code in the purchase email and alongside the invoice in your IKUNIX account. Under **Activate Pro or Business**, enter it in **Activation code** and click **Activate**. Then open **Settings**.



2 Set the hourly rate before packing the first order

Under **Labor cost settings › Internal hourly labor cost**, enter your internal labor cost per hour and click **Save settings**. The rate applies to future packing sessions. Previously recorded sessions cannot be recalculated retroactively.

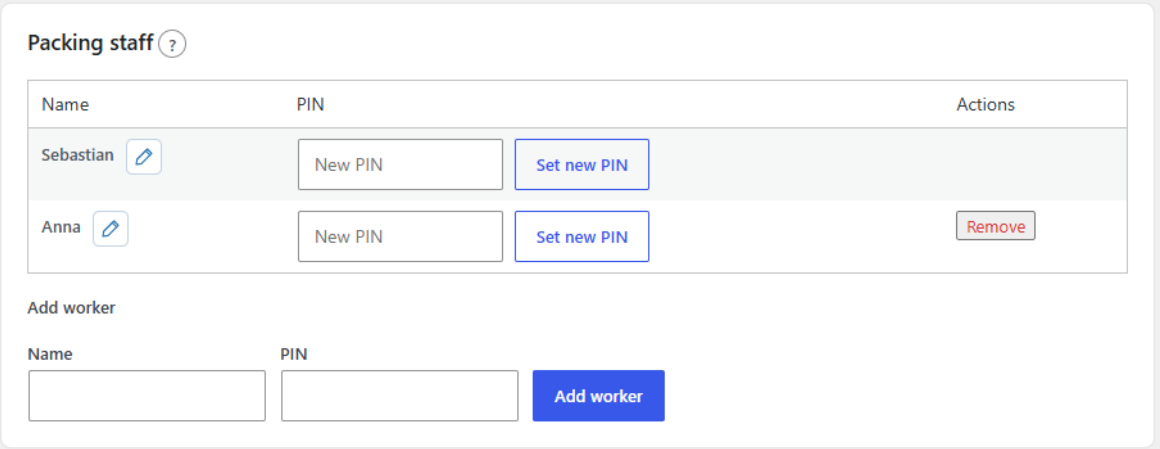


At €10 per hour, 30 seconds of packing costs €0.08 after rounding. The entry for order #45 on page 7 shows this amount.

Set up the packing team

3 Create a profile for each packer

Open **WooCommerce › ikunix Packivio › Settings › Packing staff**. Under **Add worker**, enter a name and a personal PIN and click **Add worker**. Repeat for the rest of the team.

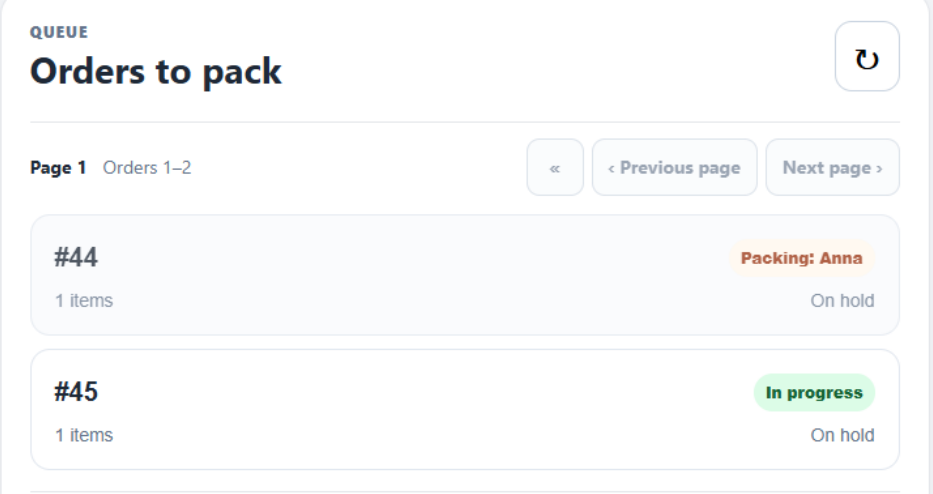


To change someone's PIN, enter it in New PIN on their row and click Set new PIN.

Give each packer the **Private station address** and their own login details. At the packing station, they open the link, select their profile and enter their PIN. Packing times, status changes and proof of packing can then be traced to the person who recorded them.

4 Pack different orders in parallel

When a packer selects **Start fulfillment**, the active session is reserved for that person. Other team members can take different orders. The order list shows who is packing each one.



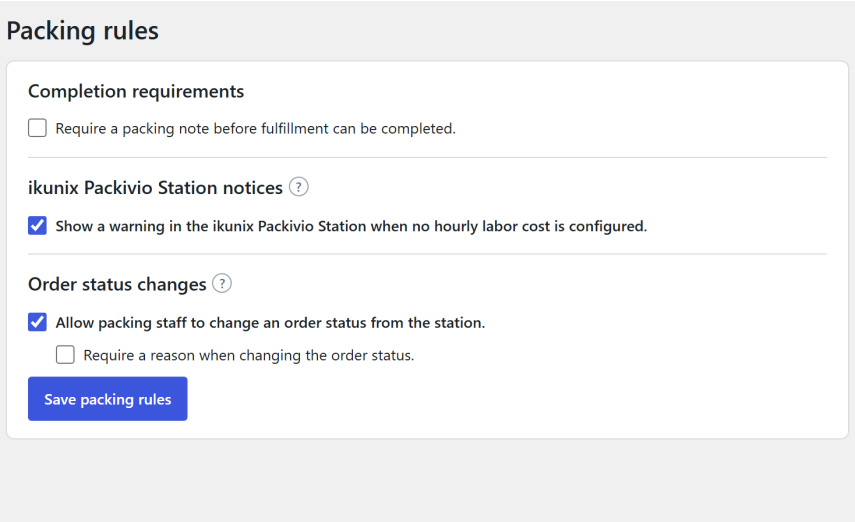
"Packing: Anna" marks #44 as Anna's active order. Once she stops the timer, another packer can start a new attempt if the order is still in the queue.

Set packing rules and order statuses

5 Set requirements and permissions

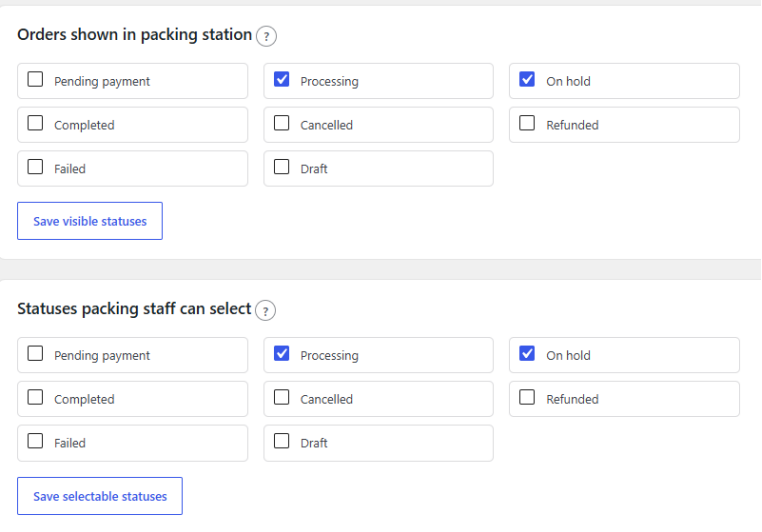
Open **Settings › Packing rules**. Under **Completion requirements**, you can require a **Packing note** before a packer can complete an order. Under **ikunix Packivio Station notices**, you can display a warning when the hourly labor rate is missing.

Under **Order status changes**, allow staff to change the order status from the station. If every change needs an explanation, also select **Require a reason when changing the order status**. Click **Save packing rules**.



6 Choose the statuses staff can see and select

Orders shown in packing station controls which orders appear in the queue. Select the statuses and click **Save visible statuses**. Under **Statuses packing staff can select**, choose the statuses a packer can assign manually. Click **Save selectable statuses** to save this second list.

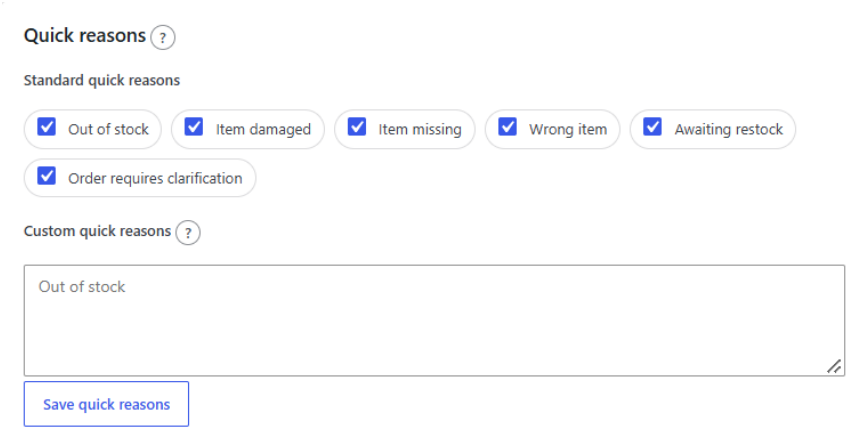


Processing and On hold are selected in both lists. To let staff cancel an order when an item is permanently unavailable, also select Cancelled in the lower list.

Record a packing exception

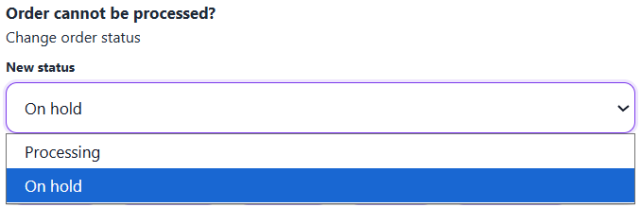
7 Set up quick reasons for the station

In **Settings › Quick reasons**, select the standard reasons your team needs, such as **Out of stock** or **Item damaged**. Clear the ones you don't use. Under **Custom quick reasons**, add one reason per line or remove a line to delete a custom reason. Click **Save quick reasons**.

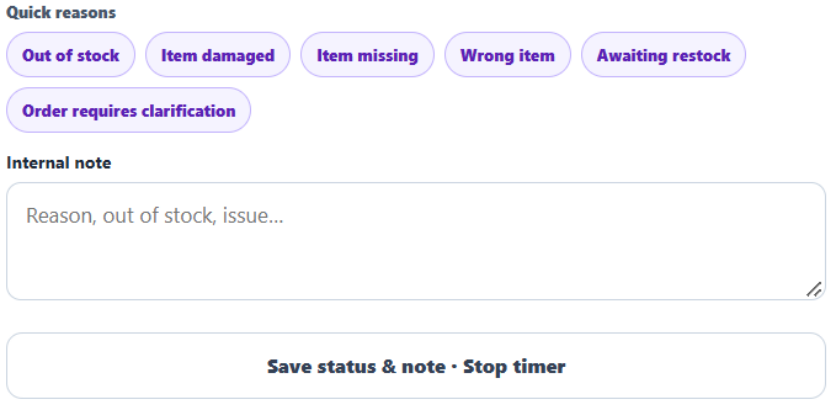


8 Save the status and reason at the packing station

In the active order, open **Order cannot be processed?** and choose an allowed **New status**. For example, use **On hold** while waiting for stock. If an item is permanently unavailable and the order should be cancelled, select **Cancelled** if your store has enabled it.



Tap a **Quick reason** to add it to **Internal note**. Add details if needed. Click **Save status & note · Stop timer** to save the change and internal note and end timing for this attempt.

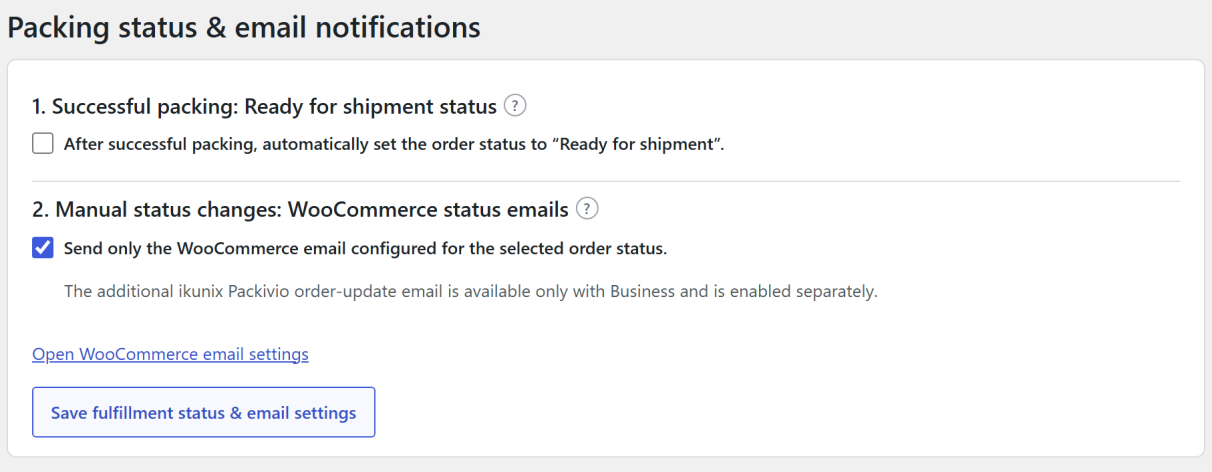


The reason is recorded in the internal history. Page 5 shows how to control email notifications for the status change.

Control emails for manual status changes

9 Allow the relevant WooCommerce status email

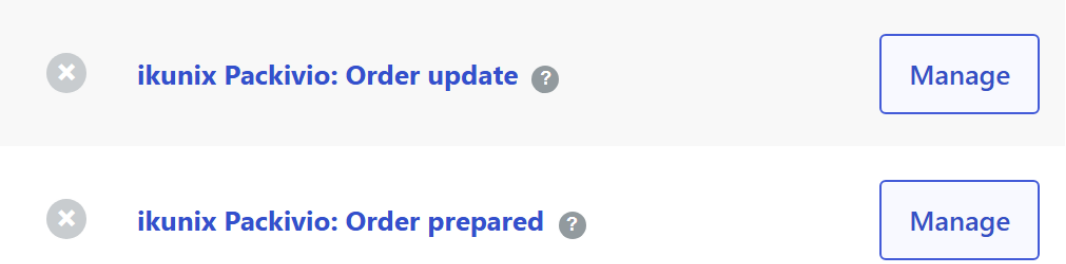
Open **Settings › Packing status & email notifications**. The **Manual status changes** option applies when a packer changes an order's status at the station. Select the checkbox to allow WooCommerce to trigger the status email configured for that transition. Click **Save fulfillment status & email settings**.



With the box checked, the usual WooCommerce rules apply. Click **Open WooCommerce email settings** and check the relevant template, whether it is enabled and who receives it. The customer is notified if the transition triggers an enabled customer email and your store can deliver it.

With the box cleared, ikunix Packivio Pro suppresses the WooCommerce status email for that manual change. It still saves the new order status and the internal note.

Choose the right ikunix Packivio template



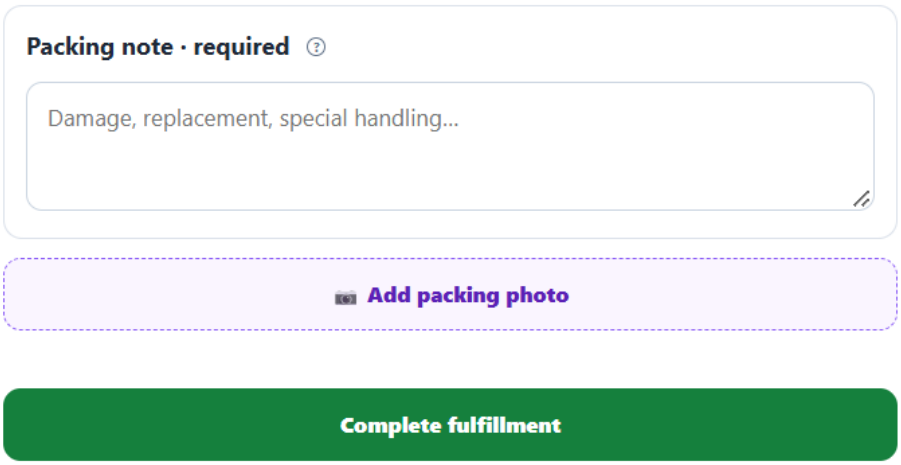
Order prepared is the completion email. Open **Manage** and enable it if you want to notify the customer after **Complete fulfillment**. It also works when the order keeps its current status.

Order update is the additional customer email for manual status changes. You can save its setting in Pro, but sending this email requires **Business**. With Business, you can enable it alongside the relevant WooCommerce status email.

Document completion with a packing photo

10 Add a photo at the packing station

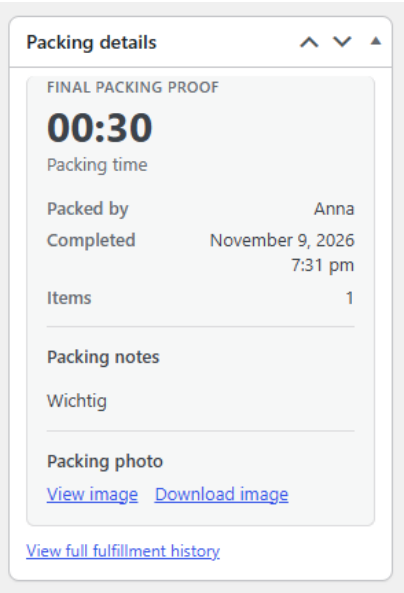
Check the packed items. If your store requires a note, fill in **Packing note · required**. Tap **Add packing photo** and use your device to take a photo or select an existing image. Click **Complete fulfillment** to finish the order.



Here the note is required. Photos are optional in Pro. Business can require a photo before staff can complete an order.

11 View and download the packing proof

Go to **WooCommerce › Orders** and open the order. Under **Packing details**, **Final packing proof** shows who completed the order, how long the final session took and the packing note. Click **View image** to open the photo or **Download image** to save it.



Anna completed the final session in 30 seconds. View full fulfillment history also shows earlier attempts for this order.

Trace an order’s packing history

12 Find the order in Overview

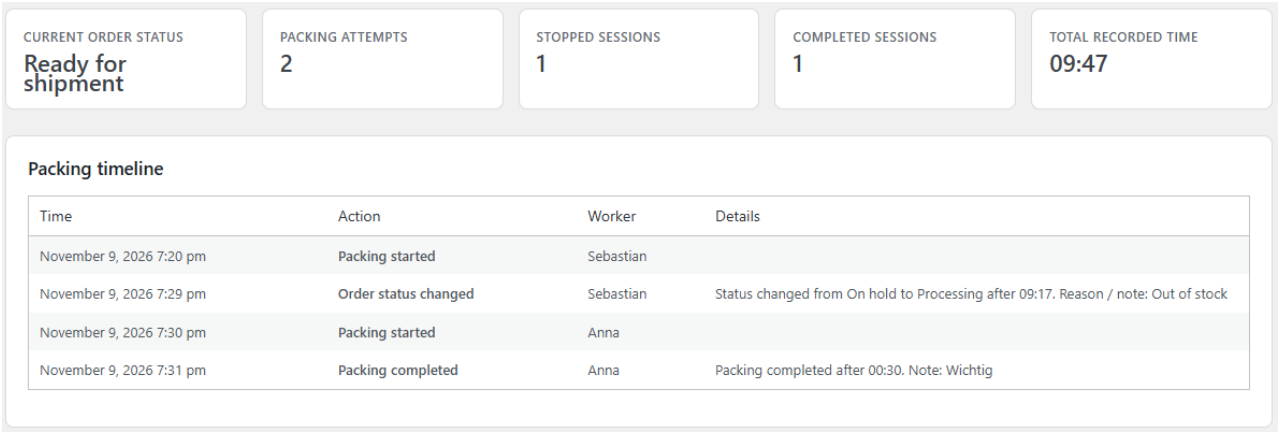
In **WooCommerce › ikunix Packivio › Overview › Recent packing activity**, each row represents one session. It shows the order number, packer, duration and labor cost. Click **Yes** in the **Photo** column to open the saved photo. Click the order number to inspect the order.

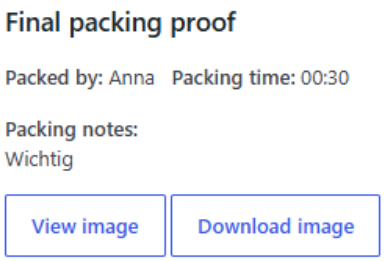
Order	Type	Worker	Items	Packing time	Labor cost	Ended	Photo
#45	Completed	Anna	1.000000	00:30	€ 0,08	November 9, 2026 7:31 pm	Yes
#44	Completed	Anna	1.000000	10:07	€ 1,69	November 9, 2026 7:30 pm	No
#45	Stopped	Sebastian	1.000000	09:17	€ 1,55	November 9, 2026 7:29 pm	No

Order #45 appears twice. Sebastian’s stopped session and Anna’s completed session belong to the same order.

13 Read the timeline and check the total cost

In the order’s **Packing details**, click **View full fulfillment history**. The **Packing timeline** lists starts, status changes and completion, with the time, packer and reason. You can also open or download the photo under **Final packing proof**.



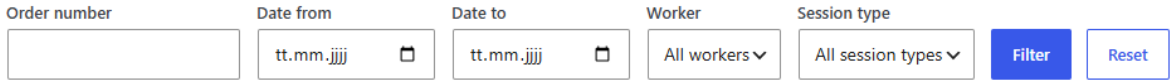


For order #45, Sebastian stops after **9 minutes 17 seconds**, recording “Out of stock.” Anna later completes the order in **30 seconds**. The final proof shows Anna’s 30 seconds. Total recorded time is **9 minutes 47 seconds**, and the two session costs, **€1.55 and €0.08**, add up to **€1.63** for the order.

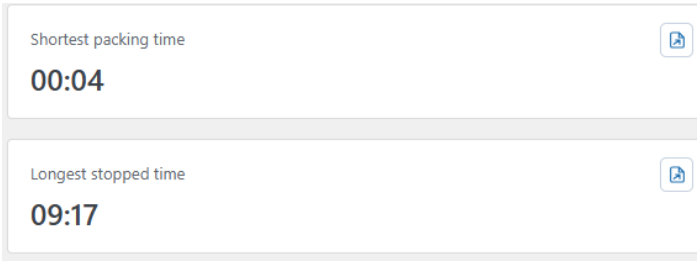
Analyze packing times and outliers

14 Filter the statistics

Open **WooCommerce › ikunix Packivio › Statistics**. Filter by **Order number**, date range (**Date from / Date to**), **Worker** or **Session type**. Click **Filter** to apply your selection or **Reset** to clear it. The metrics cover all sessions matching the filters.



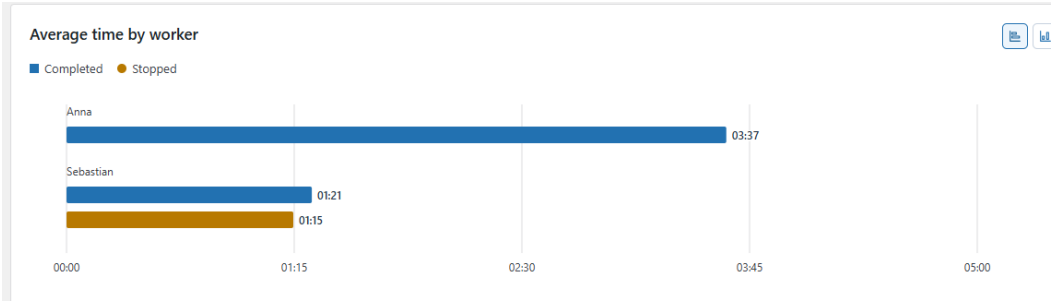
In this example, **18 attempts** comprise **8 completed** and **10 stopped** sessions. **Total recorded time** is 30 minutes 3 seconds and **Labor cost** is €4.94. Use the link icons beside the shortest or longest times to open the relevant order and check what happened.

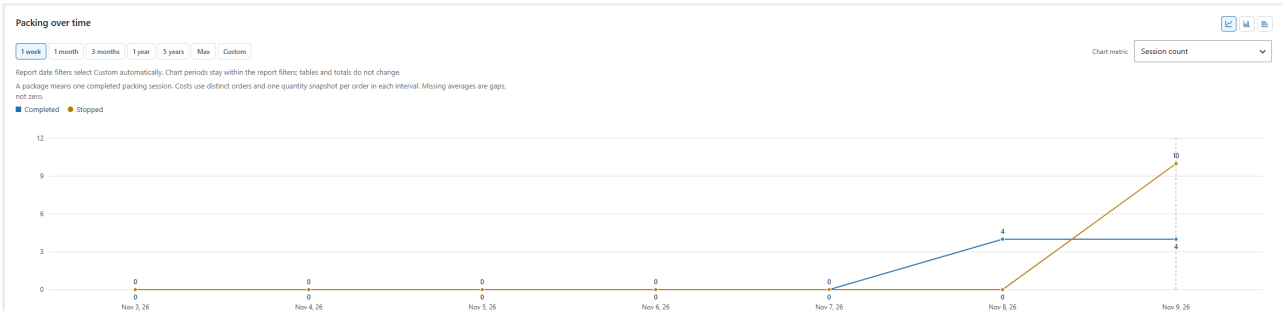


The icons beside 00:04 and 09:17 link to the corresponding orders.

15 Compare durations, workers and trends

Duration distribution groups attempts by length. **Average time by worker** shows separate averages for completed and stopped sessions for each packer. Under **Packing over time**, choose a period and a **Chart metric**. The chart period stays within the report filters. Changing it leaves the report totals and tables intact.





Blue marks completed sessions and orange marks stopped sessions. The lower chart shows one week.