ikunix Packivio Business for WooCommerce

Setup and daily use for teams moving to Business

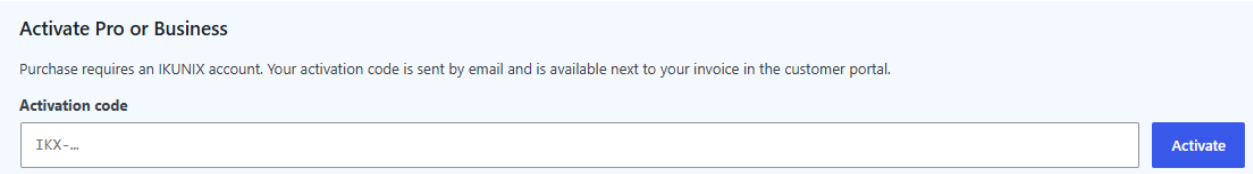
1 Activate Business

Already using Pro? Open your IKUNIX account and upgrade your existing subscription to **Business**. You already have the Premium extension, and your activation code stays the same. The store usually picks up the new plan within **5 to 10 minutes** of purchase. Check **WooCommerce › ikunix Packivio › Plans & pricing**. Click **Reload status** to check again.

[Open ikunix Packivio on the IKUNIX website]

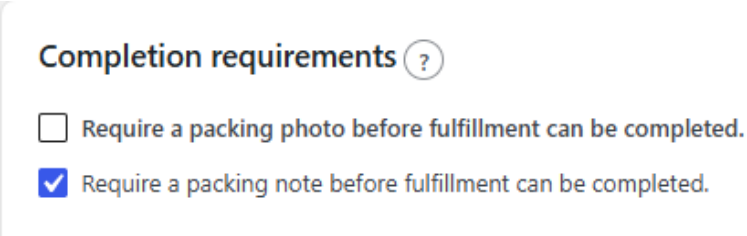
Buying Business directly? Choose monthly or annual billing on the product page and download the Premium ZIP. Keep WooCommerce and the free ikunix Packivio base plugin active. In WordPress, go to **Plugins › Add Plugin › Upload Plugin**, install the ZIP and activate it.

After payment is confirmed, you'll receive your code by email. You can also find it next to the invoice in your IKUNIX account. Enter it in **Activation code** and click **Activate**.



2 Require a photo before completion

Open **WooCommerce › ikunix Packivio › Settings › Packing rules**. Under **Completion requirements**, select **Require a packing photo before fulfillment can be completed**. Click **Save packing rules**. The packing note has its own checkbox, so you can require both a photo and a note.

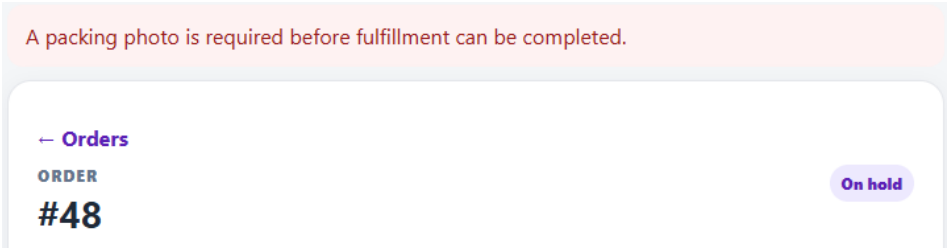


The screenshot shows the note requirement selected. Select the upper checkbox to require a photo as well.

Packing photos at the station

3 Add the required photo

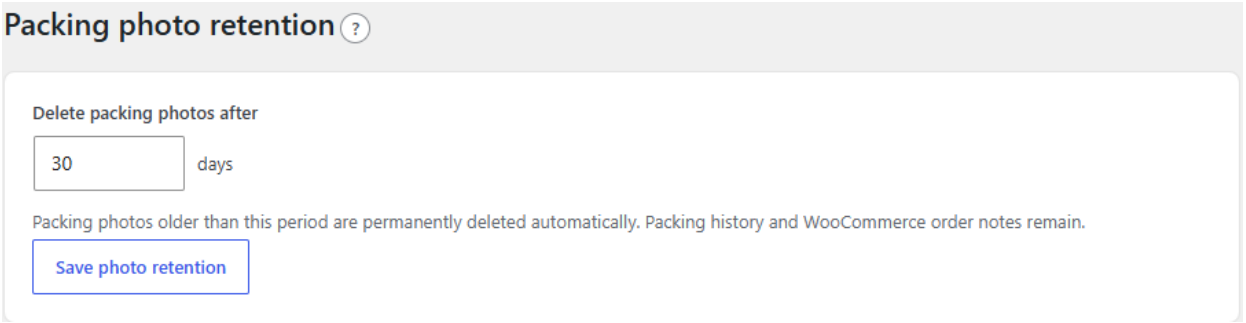
If a packer clicks **Complete fulfillment** before adding the required photo, the station displays a message. Select **Add packing photo**, take a photo of the packed order or choose an image, then click **Complete fulfillment** again.



Order #48 is still open because the required photo is missing.

4 Set the photo retention period

Open **Settings › Packing photo retention**. Enter the number of days in **Delete packing photos after** and click **Save photo retention**. The default is **30 days**. You can choose **1 to 3,650 days**.



The daily cleanup **permanently deletes** older ikunix Packivio photos to free up storage. For example, if you shorten the period from 90 to 30 days, existing photos older than 30 days become eligible for deletion. The packing history and WooCommerce order notes remain available.

Notify customers of status changes

5 Choose which email a manual change triggers

Open **WooCommerce › ikunix Packivio › Settings › Packing status & email notifications**. When a packer changes an order's status in the station, **option 2** controls the standard WooCommerce status email. **Option 3** controls the customizable **Order update** customer email.

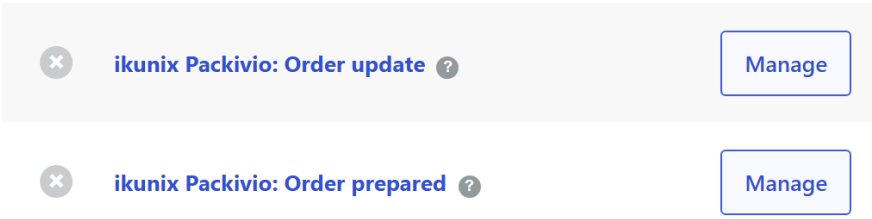
To send a single, consistent ikunix Packivio message, select **3. Manual status changes** and clear **2. Manual status changes: WooCommerce status emails**. Click **Save fulfillment status & email settings**.

Emails to send	Option 2 · Woo	Option 3 · Packivio
Order update only	Off	On
WooCommerce status email only	On	Off
Both emails	On	On
No email for manual changes	Off	Off

WooCommerce sends its own email when an enabled notification matches the status transition. The WooCommerce template determines the recipient.

6 Customize the ikunix Packivio template

Click **Open WooCommerce email settings**. On the **Order update** row, click **Manage**. Check that **Enable this email notification** is selected. Edit **Subject**, **Email heading** and **Message**, then save your changes.



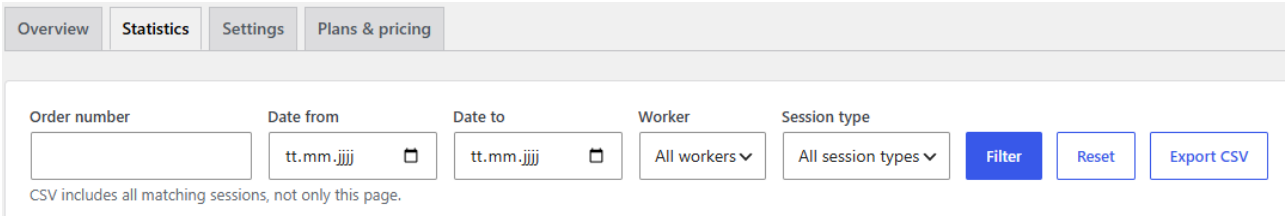
Use Manage on the Order update row. The second template, Order prepared, is sent when packing is completed if that email is enabled.

Write a message that works for several statuses. ikunix Packivio does not automatically insert the internal status name. One possible subject is **An update on your order**.

Export packing sessions to CSV

7 Choose the sessions to export

Open **WooCommerce › ikunix Packivio › Statistics**. Set the date range with **Date from** and **Date to**. Use **Worker**, **Order number** and **Session type** to narrow the results to a packer, an order or a type of packing session. Click **Filter** to apply your selection.



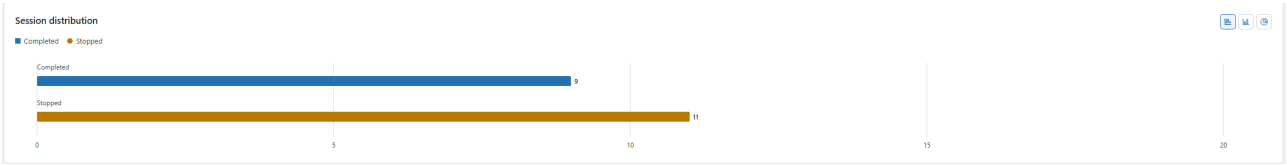
Export CSV is next to Reset. The CSV includes every session matching your filters across all results pages.

8 Download and read the CSV

Click **Export CSV**. **Preparing CSV export** shows the progress. When the file is ready, click **Download CSV** and open it in a spreadsheet such as Excel. The download is available for **24 hours**.

Each data row represents one packing attempt. It includes the order number, packer, start and end times, duration and labor cost. An order with a stopped attempt and a later completed attempt appears on two rows. For sessions with a saved photo, **Photo URL** contains a link to the image.

Example from the statistics



Here, **9 completed** and **11 stopped** sessions give you **20 data rows**. To investigate interruptions, select **Stopped** under **Session type**, click **Filter** and export again. With the same data, the CSV then contains **11 sessions**.

The statistics also show **Cost per order** and **Cost per item**. In the period shown, these average **€6.65 per order** and **€5.91 per item**. To look up the labor cost of an individual session, use the **Labor cost** column in the CSV.

