



Delivery Tracking Pro

Plugin Documentation

Version 2.0 | For WooCommerce | By Ernest Aryee



Rider Mgmt



Live Tracking



Auto Emails



Simple & Fast

1. Overview

Delivery Tracking Pro is a WooCommerce plugin that adds a complete delivery management system to your online store. It lets your team manage riders, track delivery status, and gives customers a branded tracking page to follow their order in real time.

The plugin is built to work alongside WooCommerce's existing order management — no new interfaces to learn. Staff change order status using WooCommerce's own Status dropdown, and the plugin captures all the extra delivery details automatically.

Key Features

- Automatic tracking number generation on every order (e.g. GH-X4K9M2QR)
- Three new delivery statuses added to WooCommerce: Rider Picked Up, Failed Delivery, Delivered
- Rider management — build a roster of delivery riders with name and phone
- Extra delivery fields on every order: rider selector, estimated delivery window, package count, notes
- Full event timeline logged for every status change
- Customer-facing tracking page with live timeline and progress bar
- Automatic email notifications on key delivery events
- Tracking number shown on order confirmation and thank-you pages

Requirements

Requirement	Details
WordPress	5.8 or higher
WooCommerce	6.0 or higher
PHP	7.4 or higher
MySQL	5.7 or higher
Author	Ernest Aryee
Plugin Version	2.0.0

2. Installation & Setup

Installing the Plugin

1. **Download** — Obtain the delivery-tracking-pro.zip file
2. **Upload** — In WordPress admin go to Plugins → Add New → Upload Plugin
3. **Install** — Choose the zip file and click Install Now
4. **Activate** — Click Activate Plugin
5. **Verify** — Go to WooCommerce → Delivery Tracking to confirm the settings page loads

The plugin creates two database tables on activation: dtp_riders (for rider data) and dtp_events (for the tracking timeline). If you see a "DB table missing" notice, deactivate and reactivate the plugin.

First-Time Setup

Step 1 — Configure Settings

Go to WooCommerce → Delivery Tracking and configure:

- Tracking Number Prefix — e.g. GH produces numbers like GH-X4K9M2QR
- Primary / Secondary / Accent colours — used on the tracking page and emails
- Tracking Page — select which page will show the [track_order] shortcode
- Email Notifications — choose which delivery events trigger customer emails

Step 2 — Create the Tracking Page

6. **Create page** — In WordPress go to Pages → Add New
7. **Title it** — Name it something like "Track Your Order"
8. **Add shortcode** — Add [track_order] to the page content and publish
9. **Link it** — Return to WooCommerce → Delivery Tracking and select this page under Tracking Page

Step 3 — Add Your Riders

Go to WooCommerce → Delivery Riders. Add each member of your delivery team:

- Name — full name of the rider
- Phone — used on the tracking page and in emails so customers know who to expect
- Email — optional, for your records
- Notes — any internal notes about this rider
- Status — Active riders appear in the order dropdown; inactive ones are hidden

3. Delivery Status Flow

Delivery Tracking Pro adds three new statuses to WooCommerce's native status dropdown. The full flow from order to door is:

 **Processing** →  **Completed** →  **Rider Picked Up** →  **Delivered**

Processing is the default status for Cash on Delivery orders. Completed is the default for paid online orders. These are WooCommerce native and unchanged.

Emoji	Status	Who Sets It	Meaning
	Processing	WooCommerce (auto)	Payment received, order being prepared. Default for COD.
	Completed	WooCommerce (auto)	Order fulfilled. Default for online payment.
	Rider Picked Up	You (admin)	Rider has collected and is en route to customer.
	Failed Delivery	You (admin)	Rider attempted but could not complete delivery.
	Delivered	You (admin)	Package confirmed delivered to customer.
	Cancelled	WooCommerce	Order cancelled. Tracked in timeline, no progress.

4. Managing Delivery on an Order

Step-by-Step: Updating a Delivery

Open any order in WooCommerce → Orders. You will see the Delivery Tracking meta box below the order items.

10. Fill in delivery details — Before changing status, complete the fields in the Delivery Tracking box:

Field	When to Use
Rider	Select the assigned rider from your roster. Their name and phone will appear in the customer's email and on the tracking page.
Est. Delivery Window	Set a date and time range (e.g. today between 2pm–5pm). Highly recommended when setting Rider Picked Up.
Packages	Enter the number of packages if greater than 1.
Reschedule Note	Required when setting Failed Delivery — explain what happened and when you will retry.
Internal Note	Admin-only note, never shown to the customer.

11. Change the Status — Use WooCommerce's Status dropdown in the General section to select the new delivery status

12. Click Update — Use WooCommerce's own Update button (top right). All delivery details and the status save together in one action.

All saves go through WooCommerce's native Update button. You do not need to click any separate save button — filling in the Delivery Tracking fields and then clicking Update is all that is needed.

Tracking History

Every time a status changes, an event is logged automatically. The Tracking History section at the bottom of the Delivery Tracking box shows a full reverse-chronological timeline including:

- Status label and emoji
- Date and time of the change
- Rider name and phone (if applicable)
- Estimated delivery window
- Delivery attempt number for failed deliveries
- Reschedule notes

5. Customer Tracking Page

The tracking page is a public page on your site where customers can enter their tracking number and see the live status of their order. No login is required.

What Customers See

Element	Description
Search box	Large branded input for entering the tracking number
Order summary card	Shows tracking number, current status badge, rider name, estimated delivery window, and package count
Progress bar	Visual indicator across the 4 main steps: Processing → Completed → Rider Picked Up → Delivered
Delivery timeline	Full chronological list of every status change with timestamps and details

Tracking Number in Emails

The tracking number is automatically included in all WooCommerce order emails (new order, processing, completed, etc.) as a green branded box with a Track Your Order button that links directly to the tracking page with the number pre-filled.

The tracking number also appears on the WooCommerce thank-you / order confirmation page immediately after checkout.

Shortcode

```
[track_order]
```

Place this shortcode on any WordPress page. The page must also be selected in WooCommerce → Delivery Tracking → Tracking Page setting.

You can also link directly to a specific order's tracking by appending the tracking number as a URL parameter:

```
https://yoursite.com/track-order/?tn=GH-X4K9M2QR
```

6. Rider Management

Go to WooCommerce → Delivery Riders to manage your delivery team.

Adding a Rider

Field	Notes
Name	Full name. Appears on the tracking page and in customer emails.
Phone	Contact number. Shown to customer so they know who to expect.
Email	Optional. For your records only.
Notes	Internal notes — not shown to customers.
Status	Active riders appear in the order dropdown. Set to Inactive to hide without deleting.

Editing or Deleting a Rider

Click Edit next to any rider to update their details. Click Delete to permanently remove them. Deleting a rider does not affect historical tracking events — their name and phone remain stored on past orders.

It is recommended to set a rider to Inactive rather than deleting them, so their history on past orders remains meaningful.

7. Email Notifications

Delivery Tracking Pro sends additional emails for delivery-specific events on top of WooCommerce's own emails. All emails are sent via WordPress's `wp_mail()` — no external service required.

Email Triggers

Status Change	Email Sent
Rider Picked Up	Customer is notified with rider name, phone, and estimated delivery window
Delivered	Customer receives a delivery confirmation
Failed Delivery	Customer is informed of the failed attempt and reschedule note
Processing / Completed	Handled by WooCommerce's own emails (unchanged)

Enabling / Disabling Notifications

Each email trigger can be toggled individually in WooCommerce → Delivery Tracking under Email Notifications. Uncheck any box to disable that notification.

Email Content

Each email includes:

- Status heading with emoji
- Personalised greeting using the customer's first name
- Tracking number displayed prominently
- Rider name and phone (for Rider Picked Up)
- Estimated delivery window (for Rider Picked Up)
- Attempt number and reschedule note (for Failed Delivery)
- Track Your Order button linking to the tracking page

8. Settings Reference

Go to WooCommerce → Delivery Tracking to access all plugin settings.

Setting	Description
Tracking Number Prefix	Short uppercase prefix for all tracking numbers. Default: GH. Example output: GH-X4K9M2QR. Maximum 10 characters.
Primary Colour	Main brand colour used for buttons, badges, and the tracking page header gradient. Default: #16a34a (green).
Secondary Colour	Darker shade used for hover states and accents. Default: #15803d.
Accent Colour	Light colour used for backgrounds, borders, and the progress bar connector. Default: #4ade80.
Tracking Page	Select which WordPress page hosts the [track_order] shortcode. Required for tracking links in emails to work.
Email — Rider Picked Up	Toggle customer email when status set to Rider Picked Up.
Email — Delivered	Toggle customer email when status set to Delivered.
Email — Failed Delivery	Toggle customer email when status set to Failed Delivery.

9. Troubleshooting

Problem	Solution
"DB table missing" notice appears	Deactivate the plugin and reactivate it. If the notice persists, your database user may not have CREATE TABLE privileges — contact your hosting provider.
Delivery statuses do not appear in WooCommerce dropdown	Ensure WooCommerce is active and up to date (6.0+). Try deactivating and reactivating Delivery Tracking Pro.
Tracking number not showing in emails	Make sure the Tracking Page is selected in settings. WooCommerce must be generating its own emails normally first.
Rider details not saved on the order	Fill in the Delivery Tracking fields before clicking WooCommerce's Update button. The fields and status all save together in one action.
Customer sees "No order found" on tracking page	Check that the Tracking Page is correctly selected in settings and the [track_order] shortcode is on that page. Verify the tracking number is correct (case-insensitive).
Emails not being received	The plugin uses WordPress wp_mail(). Check your site's general email delivery first (send a test email from WooCommerce → Settings → Emails). Consider an SMTP plugin like WP Mail SMTP.
Progress bar shows 0% on tracking page	Expected behaviour for Failed Delivery, Cancelled, and On Hold statuses. The bar resets rather than showing misleading progress.

10. Quick Reference

Menu Locations

Page	Location
Settings	WooCommerce → Delivery Tracking
Riders	WooCommerce → Delivery Riders
Plugin links	Plugins page → Delivery Tracking Pro → Settings Riders
Order tracking	Any order edit page → Delivery Tracking meta box

Shortcode

```
[track_order]
```

Direct link format:

```
https://yoursite.com/your-tracking-page/?tn=GH-XXXXXXXX
```

Tracking Number Format

```
PREFIX-XXXXXXXX
```

8 random alphanumeric characters (no O, 0, l, 1 to avoid confusion). Prefix set in settings. Uniqueness guaranteed on generation.

Database Tables

Table	Contents
{prefix}dtp_riders	Rider roster: name, phone, email, notes, active status
{prefix}dtp_events	Full tracking event log: order ID, status, rider, estimated delivery, notes, timestamps