

USER MANUAL

DHL eCommerce



Introduction

DHL offers a convenient plug-in for Magento 2 online stores. This plug-in allows you to add multiple online delivery options, which improves customer service and your online environment. Research* has shown an increase in online sales when customers are offered multiple [delivery options](#), which benefits your online store. The plug-in also allows you to print shipping labels directly in your online store, which makes shipping packages significantly easier and a lot more fun. This manual contains a step-by-step guide for installing Magento 2. If you have questions or if you need assistance, feel free to send us an [e-mail](#) or call us at +31(0)88 34 54 333. Please note that this plug-in is only available for online stores that ship orders from the Benelux region.

* Source: Metapack

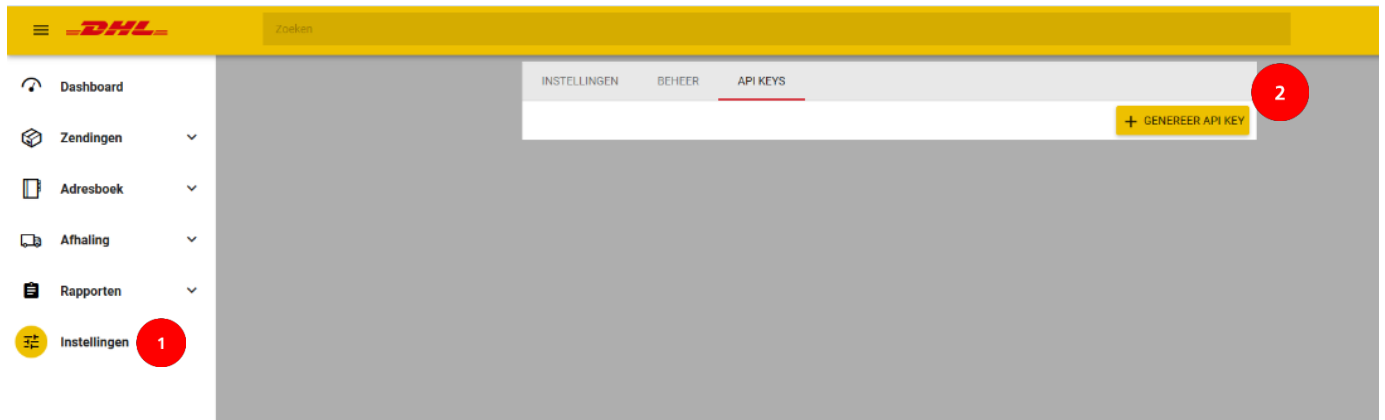
Table of Contents

Installing and activating the plug-in	2
Configuring shipping settings	5
Configuring delivery options	8
Configuring delivery times	18
Printing labels in bulk	18
Printing individual labels	21
Frequently Asked Questions	22

Installing and activating the plug-in

Step 1: Get an activation code

Before you can get started with Magento, you first have to obtain an activation code (API Key) from [My DHL eCommerce](#). Go to "Settings" (1) in My DHL eCommerce and click the "API Keys" tab. Then click the "Generate API Key" (2) button to retrieve your activation code. Make sure you save this information carefully. If you do not have a My DHL eCommerce account or if you do not see the "Generate API Key" (2) button, send us an [e-mail](#) or call us at +31 (0)88 34 54 333.



Step 2: Install the plug-in

Using Composer:

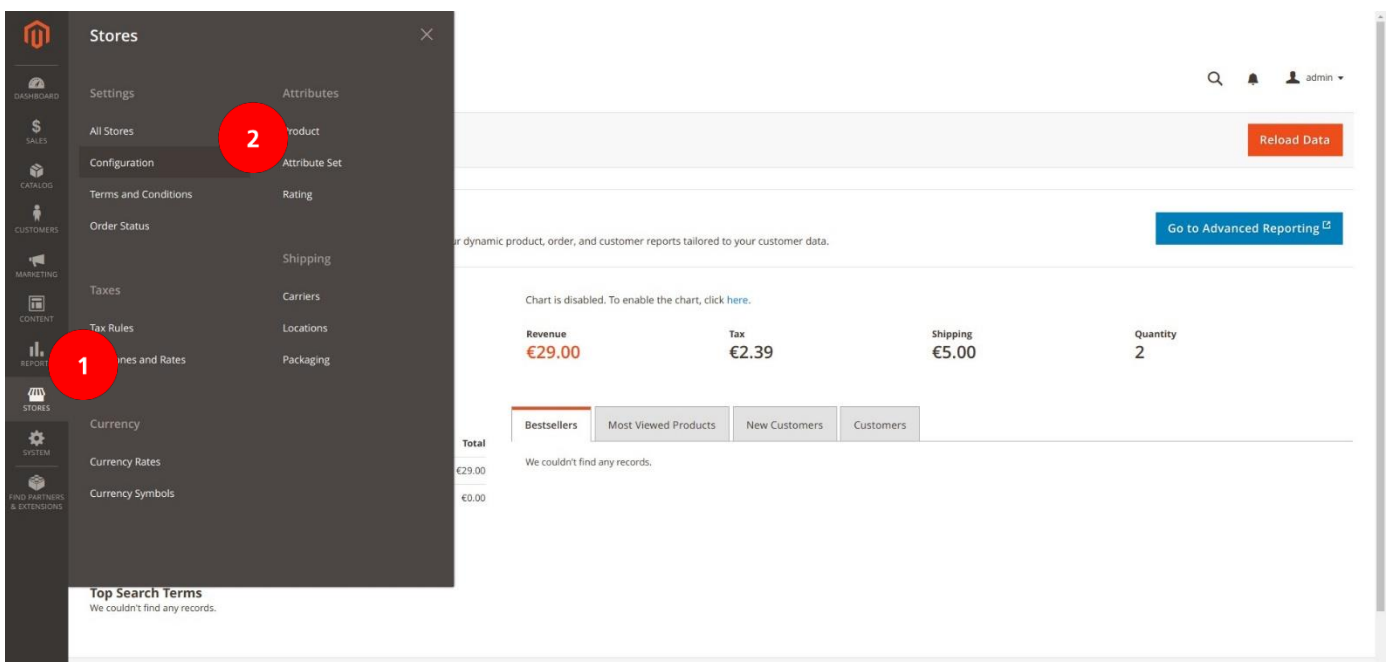
1. Add the plug-in to Composer using the following command:
`composer require dhparcel/magento2-plugin:~1.0.0`
2. Activate the DHL plug-in using this command in the Magento root:
`bin/magento module:enable DHLParcel_Shipping`
3. Upgrade the database using:
`bin/magento setup:upgrade`
4. If you want to activate the plug-in in your production environment complete the process using the final command:
`bin/magento setup:di:compile`

Using a Zip-folder

1. Go to the Magento 2 folder
2. Unzip the contents of Magento2.zip into a new folder:
`app/code/DHLParcel/Shipping`
(If you update an old version, please delete the old files first.)
3. The plug-in uses the [Guzzle](#) interface to communicate with the API. Add Guzzle to the Magento root in the `composer.json` file using the command:
`composer requires guzzlehttp/guzzle`
4. Activate the DHL plug-in with the following command in the Magento root:
`bin/magento module:enable DHLParcel_Shipping`
5. Upgrade the database with the command:
`bin/magento setup:upgrade`
6. If you want to activate the plug-in in your production environment, finish the installation with the command: `bin/magento setup:di:compile`

Step 3: Activate the plug-in in Magento

Go the "Stores" (1) tab in the menu at the left and select "Configuration" (2).

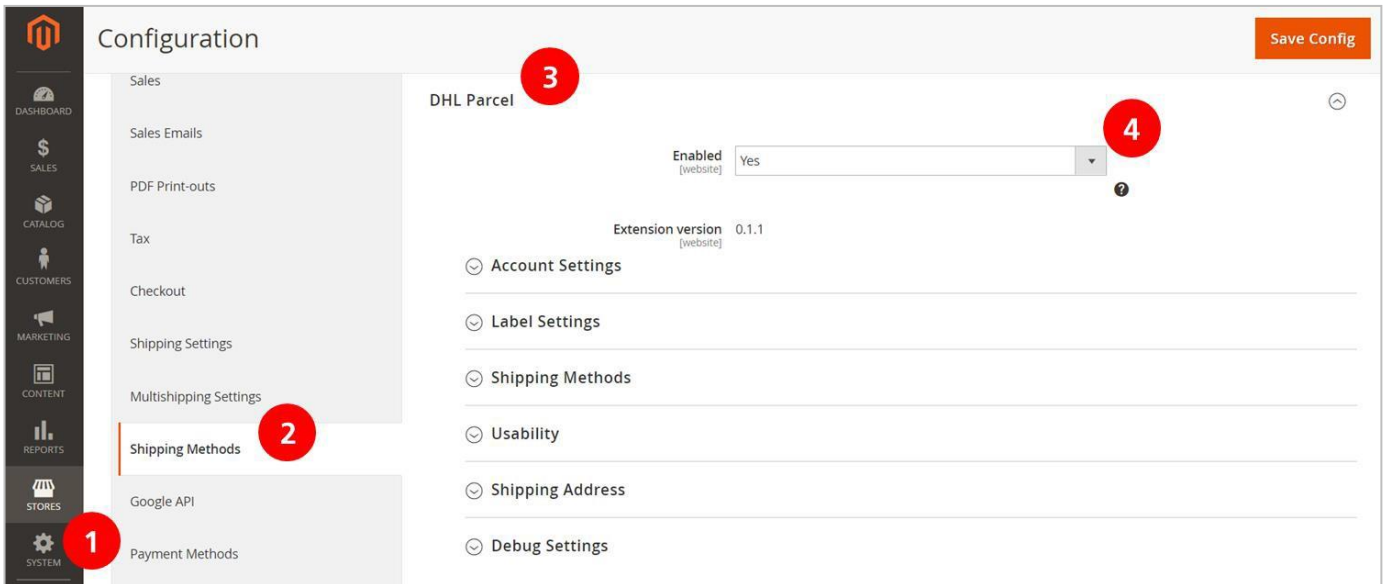


The screenshot shows the Magento 2 admin interface. On the left, the 'Stores' menu is open, with a red circle '1' highlighting the 'Stores' icon and a red circle '2' highlighting the 'Configuration' option. The main content area shows the 'Configuration' page for 'All Stores'. The page includes a 'Reload Data' button, a 'Go to Advanced Reporting' button, and a table with the following data:

Revenue	Tax	Shipping	Quantity
€29.00	€2.39	€5.00	2

Below the table, there are tabs for 'Bestsellers', 'Most Viewed Products', 'New Customers', and 'Customers'. The 'Total' row shows '€29.00' and '€0.00'. A message below the table states 'We couldn't find any records.'

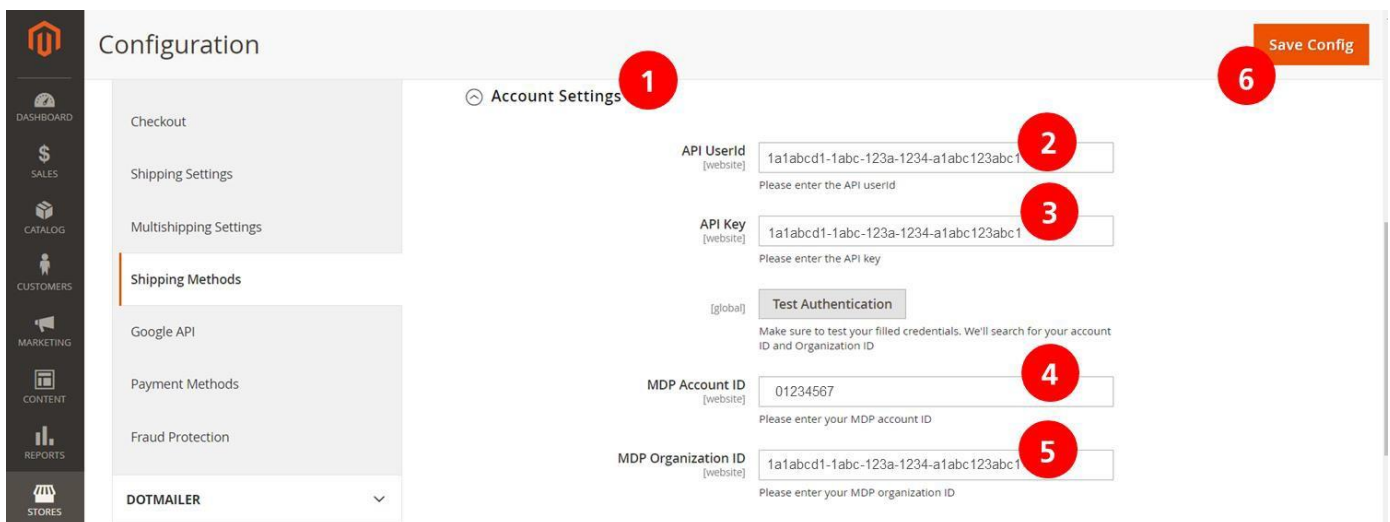
Click open the "Sales" (1) tab, select "Shipping Methods" (2), and open the "DHL eCommerce" (3) menu. Choose "Yes" in the "Enabled" (4) field to activate the DHL plug-in for your Magento store. If you do not see DHL eCommerce in the list of shipping methods, something went wrong during the installation process. [Contact](#) support for assistance.



DHL eCommerce has now been added to your list of shipping methods.

Step 4: Enter the activation code in Magento

Stay in the same "Shipping Methods" menu and, under the "DHL eCommerce" option, click open the "Account Settings" (1) option. Here you can enter the activation code – which you downloaded in Step 1 – in the "API Userid" (2) and "API Key" (3) fields. Click the "Test Authentication" (4) button to test the connection. If the connection is successful, the button will turn green. If the connection is not successful, contact [support](#) for assistance. After activating the connection, select your correct customer number in the "MDP Account ID" (4) field. Your business code will be automatically selected in the "MDP Organization ID" (5) field. Save your changes (6).



Configuring shipping settings

In the *shipping settings* menu you can set your personal information and choose how you want to use the plug-in by adjusting various default settings.

Step 1: Set shipping label preferences

Stay in the same "Shipping Methods" menu and, under the "DHL eCommerce" option, click open the "Label Settings" (1) option.

- If you wish to print DHL eCommerce shipping labels by default, select "Yes" at (2).
- If you mainly send to consumers, choose "No" at (3) – leave this setting set to "Yes" if you mainly send to business recipients. You can always change this for each label.
- If you wish to include extra insurance for your consumer shipments by default, select "Yes" at (4). Your shipment will now be insured for up to €500 in the event of damage or loss.
- Set a standard reference for your labels at (5). If you chose "Yes" at (6), you select which order column or unformatted text you want to display on the label as a reference. A second reference can be set at (7).
- To simplify the return process for your recipients, you can include a return label with each order by default. To do this, set (8) to "Yes" so the plug-in also creates a return label with each order. You will have two options:
 - *enable if available*: labels will always be created and chosen services are added if available.
 - *must be available*: if a chosen service is not available, that particular label will be skipped. An error message will notify you which labels could not be created.
- If you want the labels to show different address details than your default shipping address, choose "Yes" at (9). In the Shipping Address menu (also see Step 2 below) you will be able to set your address.
- Save your changes at (10).

The screenshot shows the 'Configuration' interface with a sidebar on the left containing various menu items like Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and has a 'Label Settings' section expanded, indicated by a red circle '1'. The 'Label Settings' section contains several dropdown menus, each with a red circle number next to it: 'Use DHL Parcel label for manual shipments' (2) set to 'Yes', 'Send to business' (3) set to 'No', 'Auto-enable: Extra assured' (4) set to 'No', 'Auto-enable: Reference' (5) set to 'Yes', 'Default text source for reference' (6) set to 'Order number', 'Auto-enable: Reference 2' (7) set to 'No', 'Auto-enable: Return label' (8) set to 'No', and 'Auto-enable: Hide shipper' (9) set to 'No'. A 'Save Config' button is located in the top right corner, marked with a red circle '10'.

Step 2: Set up your shipping information

In the "Shipping Address" menu (1), enter the company information that you, as the sender, want to show on the label at (2). At the bottom, you can set a different return address for your return labels if applicable. Save the settings (3).

The screenshot displays the Magento Configuration interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled "Configuration" and features a "Save Config" button in the top right corner. A left-hand menu under "Shipping Methods" includes "Google API", "Payment Methods", "Fraud Protection", "DOTMAILER", "SERVICES", and "ADVANCED". The "Shipping Address" section is expanded, showing fields for "Company name", "First name", "Last name", "Street name", "Housenumber", and "Housenumber addition". Each field has a placeholder text and a red circle with a number (1-6) indicating the step to follow. A "Save Config" button is also present in the top right of the configuration area.

Configuration

Save Config

Shipping Methods

- Google API
- Payment Methods
- Fraud Protection
- DOTMAILER
- SERVICES
- ADVANCED

Usability

Shipping Address

Company name [website] DHL
Please enter the shipper company name

First name [website] Test
Please enter the shipper first name

Last name [website] Test
Please enter the shipper last name

Street name [website] Atoomweg
Please enter the shipper street name

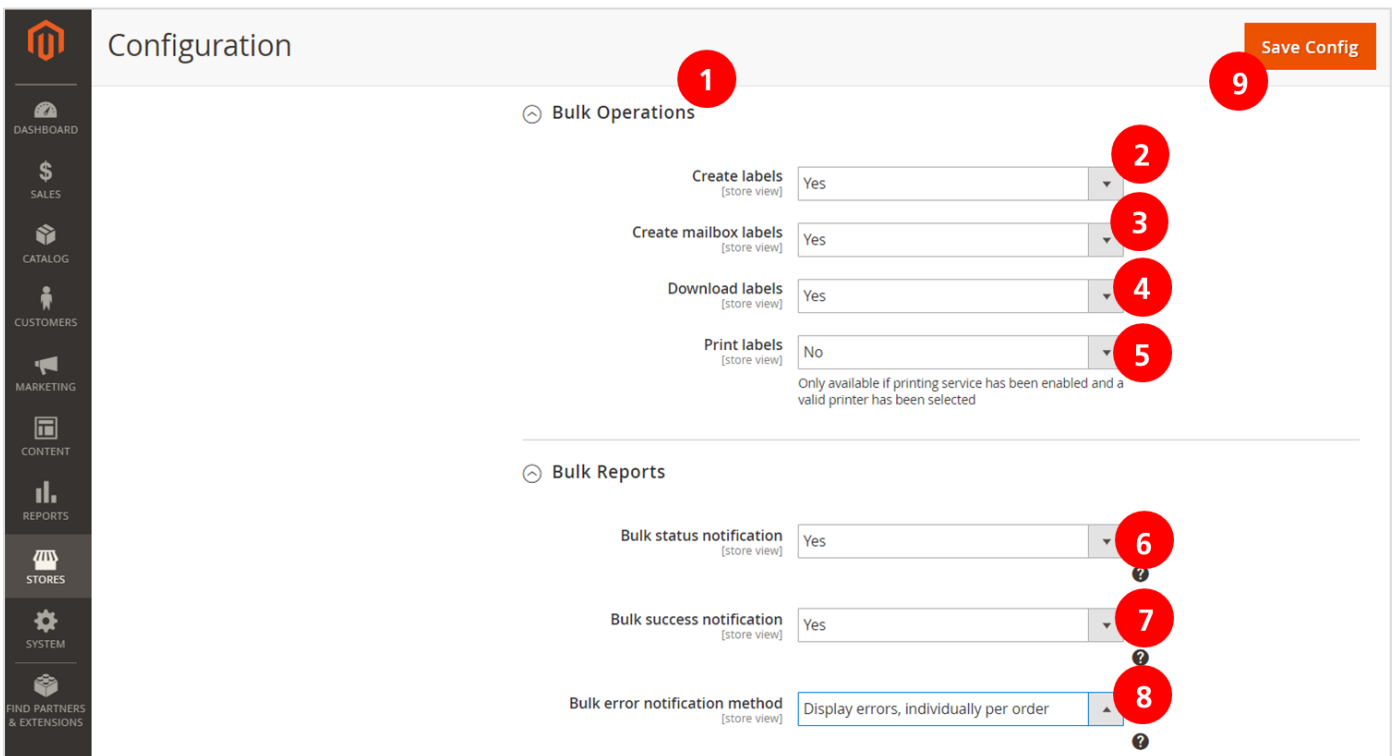
Housenumber [website] 30
Please enter the shipper housenumber

Housenumber addition [website]
Please enter the shipper housenumber addition

Step 3: Set up bulk printing (optional)

Do you wish to create and print multiple labels for your orders all at once? You can set this in the "Usability" menu, using the "Bulk Operations" tab (1). If you wish to print labels manually with every order, you can skip this step.

- To enable the option to create labels in bulk, select "Yes" at (2),
- Select "Yes" at (3) to enable creating mailbox label in bulk.
- To enable bulk downloading of labels, choose "Yes" at (4).
- Finally, to enable the bulk printing of labels, select "Yes" (5). Note that this option is only functional when a printer is configured in the Print Service Settings menu.
- The "Bulk Reports" tab contains options to configure which notifications you wish to receive when performing bulk actions. If you set "Bulk status notification" (6) to "Yes" you will get a single message stating how many labels have been successfully created and how many have failed.
- Choosing "Yes" at (7) results in a list of the order numbers for which labels have been successfully created and a list of error messages for the orders for which no label could be created.
- The error messages can be displayed in different ways (8): show all error messages in one list, show error messages per order, hide error messages and only show the order numbers for which no label has been created, or hide all error messages.
- Save your changes (9).

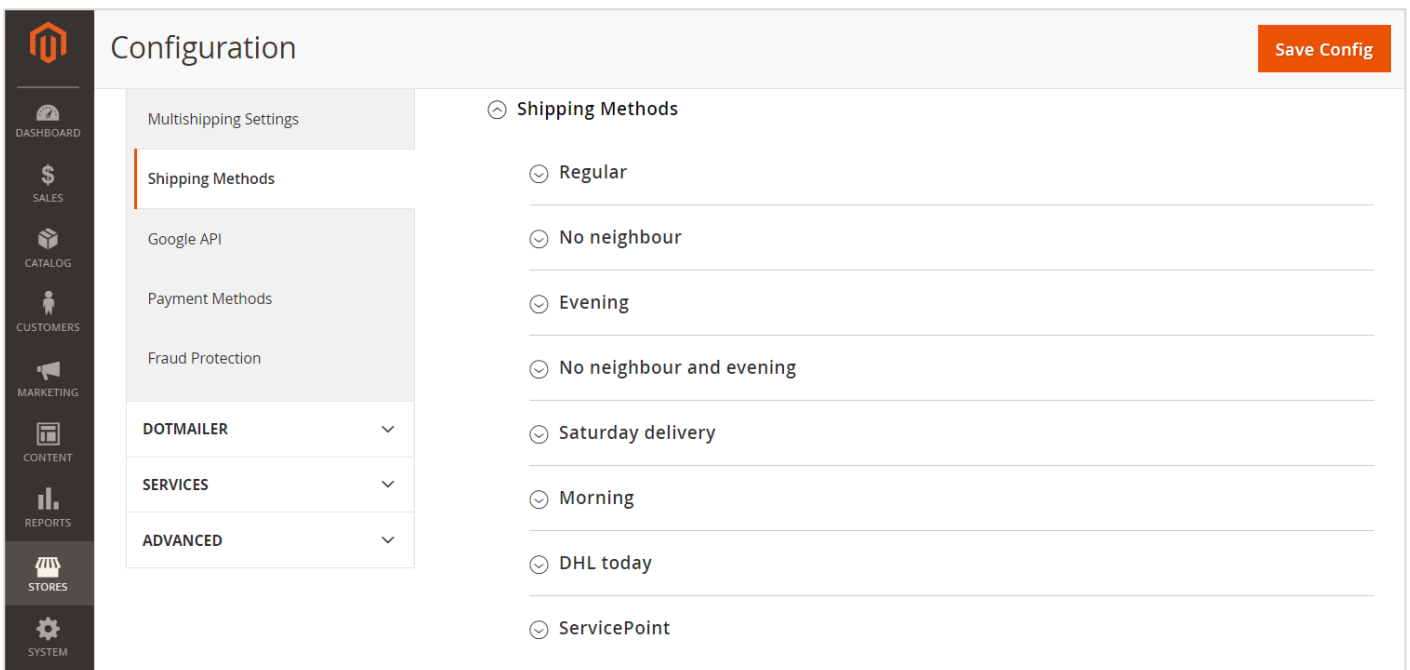


Congratulations! You have successfully configured your preferences and delivery options. In the following chapters we will show you how to configure delivery options and print labels directly from the order.

Configuring delivery options

The delivery options can be found in the "Shipping Methods" menu. Here you can (de)activate each delivery option.

- **Regular** is the standard home delivery (B2C and B2B).
- **No neighbor**: your online customer can choose *not* to have the order delivered next door if they are not home (DHL couriers will attempt a delivery at neighbors by default) (B2C).
- **Evening**: delivery between 6:00 PM and 9:00 PM (B2C).
- **No neighbor and evening**: a combination of the preceding options (B2C).
- **Saturday delivery**: delivery on Saturday (B2B within the Netherlands, B2C to Belgium).
- **Morning**: delivery on the next working day before 11:00 AM (B2B)
- **DHL Today**: sameday delivery between 6:00 PM and 9:00 PM (B2C).
- **Service Point**: delivery at a DHL ServicePoint (B2C).



The screenshot shows a web application interface for configuring shipping methods. On the left is a vertical sidebar with icons and labels for various sections: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, and SYSTEM. The main content area is titled "Configuration" and has a "Save Config" button in the top right corner. A left-hand menu lists several configuration categories: Multishipping Settings, Shipping Methods (which is currently selected), Google API, Payment Methods, and Fraud Protection. Below these are expandable sections for DOTMAILER, SERVICES, and ADVANCED. The main content area displays the "Shipping Methods" configuration, which includes a list of seven delivery options, each with a dropdown arrow icon to its left: Regular, No neighbour, Evening, No neighbour and evening, Saturday delivery, Morning, DHL today, and ServicePoint.

The delivery options are explained in more detail below.

Regular - delivery to the recipient's home address (B2C and B2B).

Do you wish to always charge the same shipping costs for all countries and regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions under "Set default shipping costs" below; otherwise, proceed directly to step "Set variable delivery charges."

Set default shipping costs

- Open the 'Regular' tab
- Activate the delivery option by selecting "Yes" under "Enabled" (2).
- Optionally, change the name of this option shown in your checkout (3).

- At "Pricing method" (4), choose "Flat pricing."
- Set the shipping price at (5), for example €7.50 or €7. Be sure to use a point as decimal separator, not a comma.
- Save your changes (6).

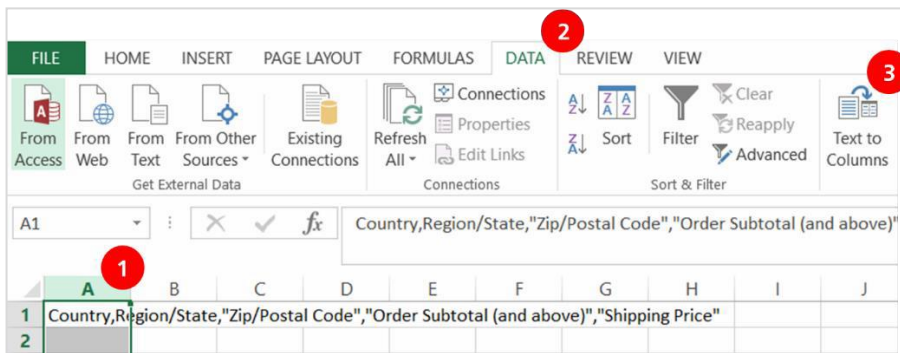
The screenshot shows the 'Configuration' page for 'Shipping Methods'. The 'Regular' method is expanded. The 'Enabled' dropdown is set to 'Yes' (2), the 'Title' is 'Home delivery' (3), the 'Pricing method' is 'Flat pricing' (4), and the 'Flat price' is '8.00' (5). A 'Save Config' button is in the top right corner (6).

Set variable shipping costs per country, weight or number of items ordered

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3), choose "Variable zone pricing."
- Select the desired setting under "Condition" (4), for example "Price vs. Destination" to set delivery costs per country. You can only choose one condition.
- Download the CSV file to set your delivery costs.

The screenshot shows the 'Configuration' page for 'Shipping Methods'. The 'Regular' method is expanded. The 'Enabled' dropdown is set to 'Yes' (1), the 'Title' is 'Home delivery' (2), the 'Pricing method' is 'Variable zone pricing' (3), and the 'Condition' is 'Price vs. Destination' (4). The 'Export CSV' button is highlighted (5), and the 'Import' button is highlighted (6). A 'Save Config' button is in the top right corner (7).

- Select the first column (1), go to the "Data" tab (2), and click "Text to columns" (3).



- Select "Delimited", check the "Comma" box, and click "Finish". You now have a file, which is easier to fill in, with options divided into separate columns.
- You can change your settings per column, for example:

	A	B	C	D	E
1	Country	Region/State	Zip/Postal Code	Order Subtotal (and above)	Shipping Price
2	NL				5
3	NL			100	0
4	BE				8
5	BE			150	5

- Good to know: Magento reads the sheet from top to bottom. Start with the standard costs and add exceptions below.
- The first column is the ISO country code.
- You enter the order amounts in column D and the delivery costs in column E.

In the example above, the standard shipping fee in the Netherlands has been set to €5 shipping is free for orders of €100 or more. For Belgium, home delivery is set at €8 and for orders of €150 or more it costs €5.

After setting your delivery costs, save the CSV file and upload it to Magento using the "Select file" button (5). To change your delivery costs, export the file, enter your new costs, and upload the new file. Save your changes (6).

No neighbor - do not deliver to the people next door if the recipient is not home (B2C).

This delivery option is only available for shipments to consumers within the Netherlands. If you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the price for the delivery option at (4), for example €8.50 or €8. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the Magento Configuration interface for Shipping Methods. The left sidebar contains navigation options: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, and CONTENT. The main content area is titled 'Configuration' and includes a 'Save Config' button in the top right corner. The 'Shipping Methods' section is expanded, showing two options: 'Regular' and 'No neighbour'. The 'No neighbour' option is selected, and its settings are displayed:

- Enabled** [store view]: Yes (1)
- Title** [website]: No neighbour delivery (2)
- Pricing method** [store view]: Flat pricing (3)
- Flat price** [store view]: 6.00 (4)

A red circle with the number 5 is positioned over the 'Save Config' button.

Evening - delivery between 6:00 PM and 9:00 PM (B2C).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €9. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the 'Configuration' page in Magento, specifically the 'Shipping Methods' section. The left sidebar contains navigation options: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, and STORES. The main content area is titled 'Shipping Methods' and lists three methods: Regular, No neighbour, and Evening. The 'Evening' method is expanded, showing the following settings:

- Enabled** [store view]: Yes (highlighted with red circle 1)
- Title** [website]: Evening delivery (highlighted with red circle 2)
- Pricing method** [store view]: Flat pricing (highlighted with red circle 3)
- Flat price** [store view]: 7.00 (highlighted with red circle 4)

A red circle with the number 5 is positioned over the 'Save Config' button in the top right corner of the configuration area.

No neighbor and evening: delivery between 6:00 PM and 9:00 PM and no delivery to the people next door when the recipient is not at home (B2C).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €9. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the 'Configuration' page with a sidebar on the left containing navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right corner. The 'Shipping Methods' section is expanded, showing four methods: Regular, No neighbour, Evening, and No neighbour and evening. The 'No neighbour and evening' method is selected, and its settings are visible. The settings are: 'Enabled' (Yes), 'Title' (No neighbour and evening delivery), 'Pricing method' (Flat pricing), and 'Flat price' (8). Red circles with numbers 1 through 5 are overlaid on the interface to indicate the steps: 1 on the 'Enabled' dropdown, 2 on the 'Title' text input, 3 on the 'Pricing method' dropdown, 4 on the 'Flat price' input, and 5 on the 'Save Config' button.

Saturday delivery: delivery on Saturday (B2B within the Netherlands, B2C to Belgium).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €10. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the 'Configuration' page with a sidebar on the left containing navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, and Content. The main content area is titled 'Configuration' and features a 'Save Config' button in the top right corner. The 'Saturday delivery' section is expanded, showing the following settings:

- Enabled** (store view): Yes (1)
- Title** (website): Saturday delivery (2)
- Pricing method** (store view): Flat pricing (3)
- Flat price** (store view): 5 (4)

The 'Save Config' button is highlighted with a red circle and the number 5 (5).

Morning - delivery on the next working day before 11:00 AM (B2B)

If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot displays the Magento Configuration interface for the 'Saturday delivery' service point. The left sidebar contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, and Content. The main configuration area is titled 'Configuration' and includes a 'Save Config' button in the top right corner. The 'Saturday delivery' section is expanded, showing the 'ServicePoint' configuration. The 'Enabled' dropdown is set to 'Yes' (1), 'Pricing method' is set to 'Flat pricing' (2), 'Flat price' is set to '5.00' (3), and the 'Google Maps API Key' is set to 'AlzaSyAV9qjVXDBnVHWwU01bjHO3wjCuxffYZyw' (4). A red circle with the number 5 is positioned near the 'Save Config' button.

DHL Today - sameday delivery between 6:00 PM and 9:00 PM (B2C).

If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Set the time up to which your customer can choose this option in your checkout (3).
- Under "Pricing method" (4) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (5), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Save your changes (6).

The screenshot shows the 'Configuration' page for the 'DHL today' service. The page is divided into a left sidebar with navigation icons (Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores) and a main content area. The main content area has a 'SERVICES' dropdown menu and an 'ADVANCED' dropdown menu. Below these are two expandable sections: 'Morning' and 'DHL today'. The 'DHL today' section contains several configuration fields, each with a red circle containing a number from 1 to 5: 1. 'Enabled' (store view) dropdown set to 'Yes'. 2. 'Title' (website) text input set to 'Vandaag bezorgd (18:00 - 21:00)'. 3. 'Cutoff time' (store view) dropdown set to '12:00'. 4. 'Pricing method' (store view) dropdown set to 'Flat pricing'. 5. 'Flat price' (store view) text input set to '10'. A 'Save Config' button is located in the top right corner, with a red circle containing the number 6 next to it.

ServicePoint: delivery to a DHL ServicePoint

This delivery option is available for orders within Europe. If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Enter your Google Maps key (5). You can find this key on the [Google Maps website](#). If you do not have an account, you can create one. For a Step-by-Step guide see our [Google Maps API key Quick Guide](#) (Dutch).
- Save your changes (6).

Configuration

ADVANCED

Save Config

6

DHL today

ServicePoint

Enabled [store view] Yes 1

Title [website] ServicePoint 2

Pricing method [store view] Flat pricing 3

Flat price [store view] 5.00 4

Google Maps API Key [store view] AlzaSyAV9qjVXDBnVHWwU01bjHO3wjCUXffYz 5

Please get your Google Maps API key at [developers.google.com](#).

Configuring delivery times

Offering specific delivery time frames in your checkout increases conversions, because your customer is in control. Note that this option is only available for consumers within the Netherlands. Also note that you are responsible for providing DHL with your shipments on the correct time and day, so we will be able to deliver within the desired time frame – DHL does not temporarily store your shipments. That is why the plug-in shows you the chosen delivery times and corresponding deadlines for shipping within the order screen, so you will always have a complete overview of your shipping tasks.

Open the Delivery Times menu:

- Activate delivery times by selecting “Yes” in the Enabled dropdown (1).
- Choosing “Yes” in the next dropdown enables delivery times only when all products in an order are in stock (2).
- Choose how many days ahead your customer will be able to choose a delivery time (3).
- Set your transit time (4) – here you can take into account the number of days you typically need to hand over your shipments to DHL.
- Select the days you will be able to ship on (5). Hold the CTRL key to select multiple days.
- Set up until what time (6) your customers should be able to choose the first delivery time so that you can realize the transit time entered at (4).
- Save your changes (7).

The screenshot shows the 'Configuration' page with the 'Delivery Times' menu expanded. The settings are as follows:

- Enabled** (store view): Yes (1)
- In stock only** (store view): No (2)
- Number of days** (store view): Show up to 14 days ahead (3)
- Transit time** (store view): Delivered the next day (4)
- Ship on the following days** (store view): Sunday, Monday, Tuesday, Wednesday, Thursday, Friday (5)
- Cutoff time** (store view): 16:00 (6)

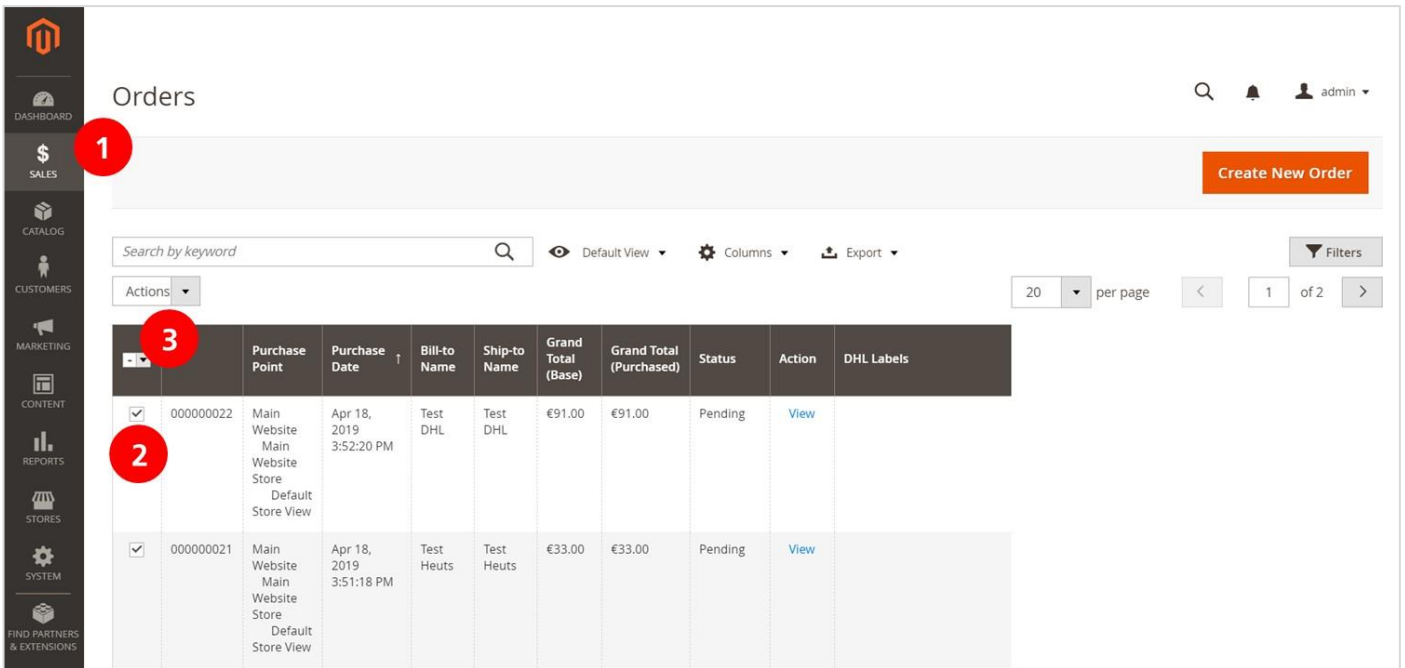
A 'Save Config' button is located in the top right corner (7).

Printing labels in bulk

Printing labels from your online store? It just became very easy.

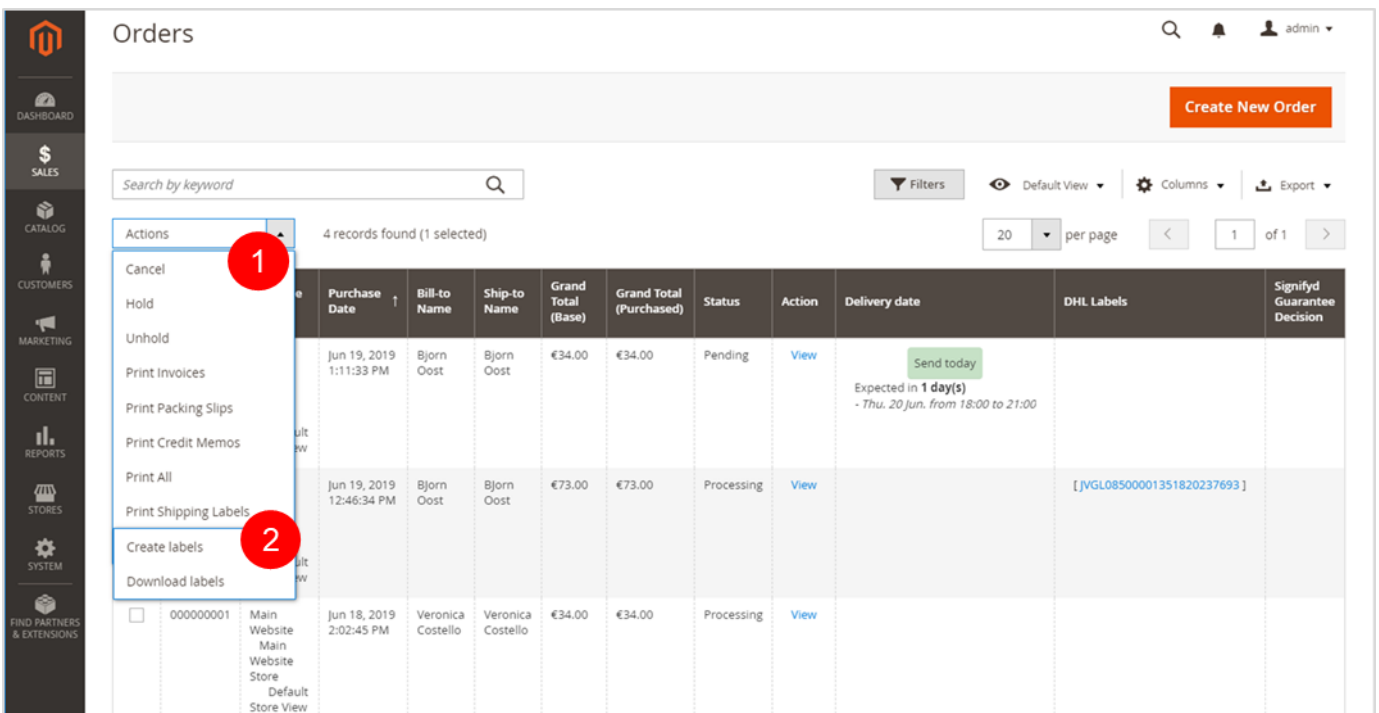
Step 1: Go to your orders

To print the label for your orders, go to the "Sales" menu (1) and select your order list from the menu. Check individual orders (2) or select multiple orders at once (3).



Step 2: Create the shipping labels

Under "Actions" (1), select the "DHL eCommerce" option and click "Create labels" (2) to create the shipping labels for the order you selected in step 1.



You will then see a message that the labels have been successfully created. If it is not possible to create a label for one or more orders, you will see an error message here.

In step 3 of chapter "Setting shipping preferences and delivery options" you can choose how you want the error messages to be displayed.

The screenshot shows the 'Orders' page with a sidebar on the left containing navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. The main content area has a 'Create New Order' button in the top right. Below it, a yellow banner displays a success message: 'Successfully created shipments and labels for 1 orders' (marked with a red circle '1') and 'Successfully created shipments and labels for following orders: #000000004'. A search bar and filters are visible above a table with 4 records found. The table has columns: ID, Purchase Point, Purchase Date, Bill-to Name, Ship-to Name, Grand Total (Base), Grand Total (Purchased), Status, Action, Delivery date, DHL Labels, and Signifyd Guarantee Decision. The first row shows order #000000004 with a 'Send today' button and a DHL label [JVGL08500001651085612208].

Step 3: Print the shipping labels

Under "Actions" (1), select the "DHL eCommerce" option and then click "Print labels" (2) to print the shipping labels in PDF format.

The screenshot shows the 'Orders' page with the 'Actions' dropdown menu open (marked with a red circle '1'). The menu options include: Cancel, Hold, Unhold, Print Invoices, Print Packing Slips, Print Credit Memos, Print All, Print Shipping Labels, Create labels, and Download labels (marked with a red circle '2'). The table below shows 4 records found (1 selected). The selected row is order #000000001, which is in 'Processing' status. The 'Print Shipping Labels' option is highlighted in blue. The table columns are the same as in the previous screenshot.

Printing individual labels

Do you prefer to print labels individually? Then click on the order for which you wish to print a label. Choose "Ship" (1) to choose the shipping options and then print the label. You can also change the address information in this order summary if necessary.

#000000023

← Back to register or connect an account Cancel Send Email Hold Invoice Ship Reorder Edit

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Order & Account Information

Order # 000000023 (The order confirmation email was sent)

Order Date Apr 18, 2019, 4:09:06 PM

Order Status Pending

Purchased From Main Website
Main Website Store
Default Store View

Placed from IP 10.2.0.5

Account Information

Customer Name Guest

Email petra.heuts@dhl.com

Customer Group NOT LOGGED IN

Choose your shipping options

At the bottom of the page you can see the shipping options your customer has chosen. You can modify and add to them. At the top, you can switch between delivery to a business or private recipient (1). The delivery options are then displayed automatically. Under (2) you can change the delivery method, and under (3) you can add additional services. All set? Then create the shipping label (4).

private business

Step 2 Delivery method

DHL service point At the door In the mailbox

Step 3 Extra services

Reference
Add a short reference for your own administration (max 15 characters).
000000023

Reference 2
Add a reference for your own administration (max 70 characters).

Return label
Print extra label for return shipment

Extra Assured
This option allows you to claim the value of your shipment in case of damage or loss (up to € 500.00).

Signature on delivery
We ask for a signature on delivery.

Evening delivery (6 p.m. to 9 p.m.)
We deliver your shipment in the evening.

No delivery to neighbour
We do not deliver at neighbours in case the recipient is not at home.

Step 4 Package choice

SMALL 0KG - 20KG (max L80 W50 H35 cm)

Submit Shipment

This will make it much easier to ship packages in the future. You have successfully installed the plug-in. Still have questions? Feel free to send us an [e-mail](mailto:petra.heuts@dhl.com) or call us at +31(0)88 34 54 333.

Frequently Asked Questions

Do you have questions about the Magento 2 plug-in? We are happy to help and will do so as quickly as possible. The quickest way to find the answer to your question is to see whether it is included in the list below. If you can't find what you're looking for, contact us by [e-mail](#) or call us at +31 (0)88 34 54 333.

Q: Is the DHL plug-in compatible with all Magento 2 versions?

A: The DHL plug-in for Magento 2 is compatible with Magento 2.1.x and higher. A separate plug-in has been developed for Magento 1.

Q: What size of labels can I print using the plug-in?

A: The size of the labels in the plug-in is currently 10 x 21 cm. In the future, the size will change to 10 x 15 cm.