

# USER MANUAL

## DHL eCommerce



PrestaShop

### Introduction

DHL offers a convenient plug-in for PrestaShop online stores. This plug-in allows you to add multiple online delivery options, which improves customer service and your online store. Research\* has shown an increase in online sales when customers are offered multiple [delivery options](#). 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 the DHL extension for PrestaShop. 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

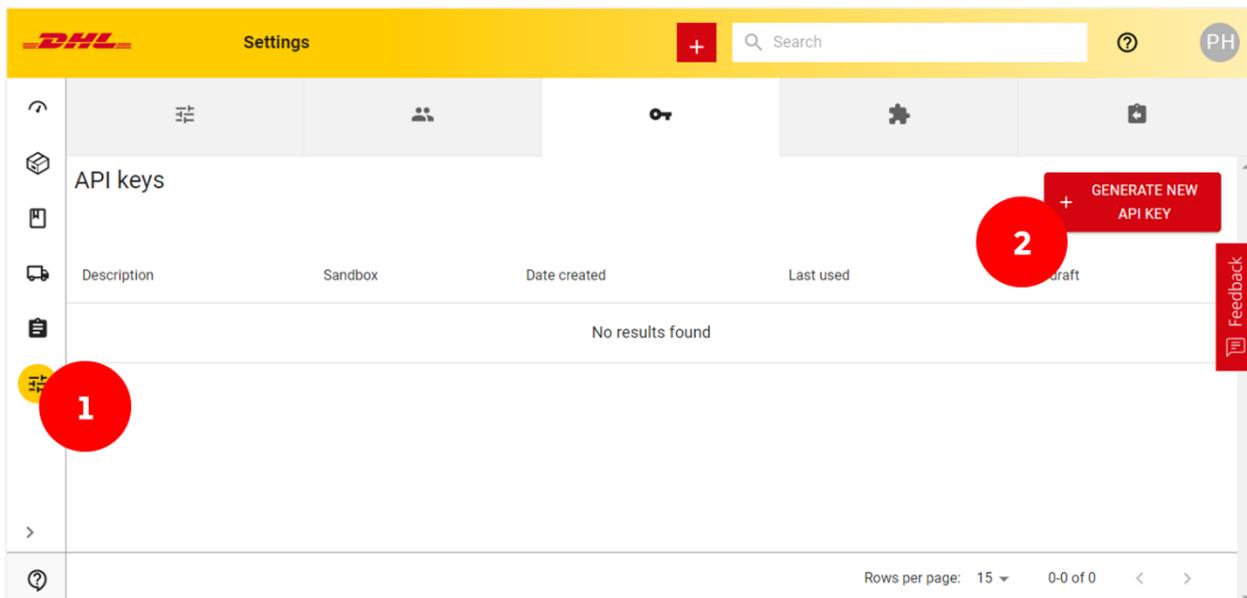
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## Installing and Activating the Plug-in

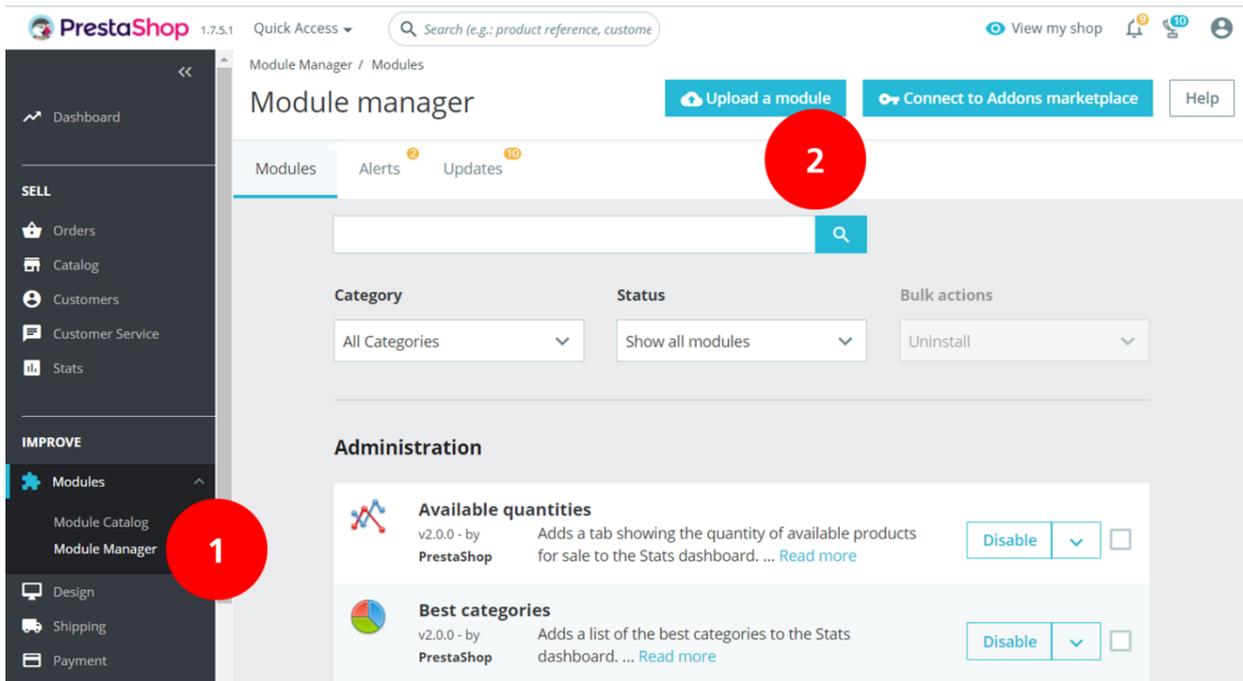
### Step 1: Get an activation code

Before you start using PrestaShop, you have to obtain an activation code (API Key) from [My DHL eCommerce](#). You will find this information in “Settings” (1) in My DHL eCommerce in the “API Keys” tab. Then select the “Generate new API Key” (2) button to retrieve your activation codes. Make sure you save this information carefully. If you don’t yet have an account for My DHL eCommerce, you can [create your own account](#) on our website by following a few easy steps. If you do have My DHL eCommerce account but you can’t see the “Generate API Key” (2) button please send us an [e-mail](#) or call us at +31 (0)88 34 54 333.

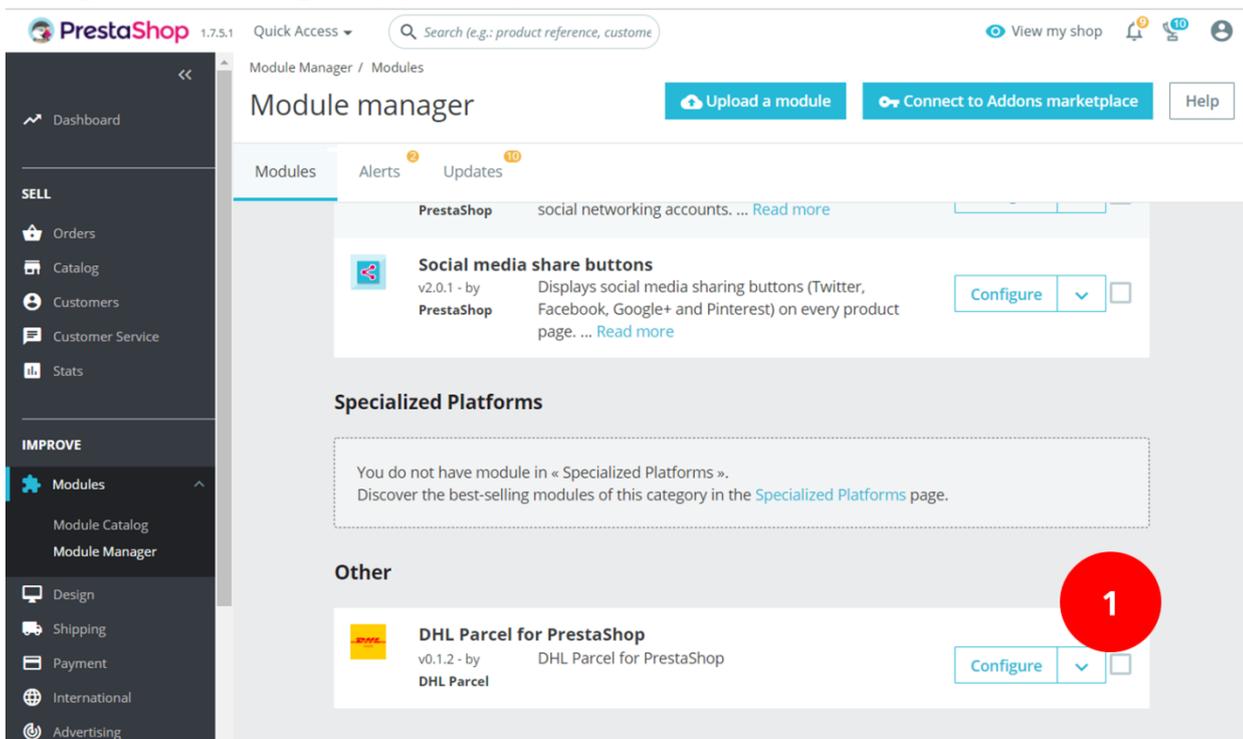


## Step 2: Install the plug-in

Log in to your PrestaShop environment. In the “Modules” menu, select “Module Manager” (1). Select “Upload a module” (2), then select the “select file” link and go to the location where you saved the zip folder containing the PrestaShop link.

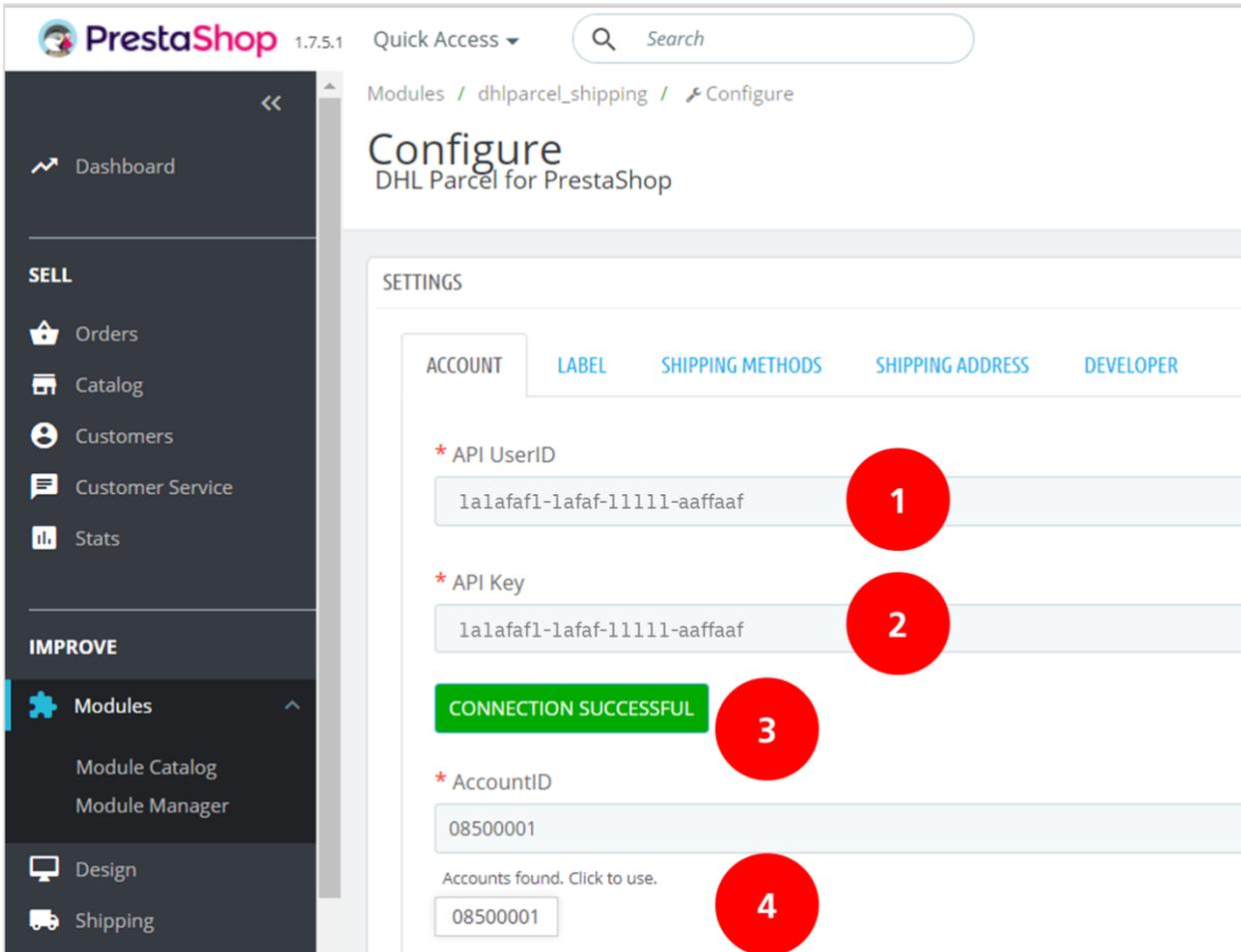


After installation, you will see the plug-in at the bottom of the screen under the heading “Other” in the Module Manager. Select “Configure” (1) to set up the link.



### Step 3: Activate the plug-in

After you have selected “Configure” in the previous step, you will enter the “Module Manager” menu. This is where you can configure your shipping preferences and delivery options. First, activate the link by entering the API UserID (1) and API Key (2) you created in Step 1 in My DHL eCommerce. Test the connection (3): If the connection is successful, the button will turn green and you can select one or more Account IDs (4). If the button doesn’t turn green, something has gone wrong. If so, please contact [support](#) for assistance.



Congratulations! You have successfully installed and configured the PrestaShop plug-in. Now you can start setting up your shipping and delivery options and printing your labels. See how easy it is!

## Configuring shipping and printing settings

In the "Label" (1) tab, you can configure your preferences for the shipping labels. Choose whether your online store is shipping to consumers or business recipients (2). With the reference options (3) you can select a first and/or a second reference. You can choose the order number, the order reference or your own text to print on the label. Select "Yes" (4) for a return label with every order, if possible for the destination. Save the settings.

SETTINGS

ACCOUNT LABEL SHIPPING METHODS SHIPPING ADDRESS DEVELOPER

\* Default receiver address Private address 2

\* Auto-enable: Label reference Yes, Order ID 3

\* Auto-enable: Label reference 2 Yes, Order Reference 3

\* Auto-enable: Return label No 4

Below the label setting are the bulk profiles. They make printing shipping labels a lot easier! You can print the labels for a whole stack of orders in one go. Add a bulk profile (1), Select the country for which the profile is, choose the type of shipment (consumer or business) and select the 'Delivery type': mailbox if your parcel are small enough. You will immediately see the available service options (2). If you choose for "Required", the label will only be created if that option is available for your shipment, otherwise you will receive an error message and you can create the label manually. If you choose "enabled" you will always receive a shipping label and if a service is not available, it will not be added. You can set as many profiles as you want. Save the settings (3).

Bulk Profiles

[NL] SMALLEST x

Add

1

Available services based on receiver country

Netherlands 2

Show available services based on country. This setting will not change the address of the receiver or limit on what countries you can use this profile for.

Shipment type

Default 2

Delivery type

Default 2

Service Options

Enable  Required\* Same-day delivery

Enable  Required\* Extra assurance

Enable  Required\* Signature on delivery

Enable  Required\* Evening delivery

Enable  Required\* No neighbour delivery

Enable  Required\* Age check of recipient by courier

Enable  Required\* Saturday delivery

Enable  Required\* Expresser

\*If required options are unavailable, skip creating label

Size

Automatically select smallest available

3

Save

The shipping options will be explained further on, as these are managed in another menu. We will stay in this menu for the last step, which is setting your shipping address. Go to the “Shipping Address” tab (1) and enter the information that should appear on the sender’s label. Fill out all required fields (2) and save your settings.

SETTINGS

ACCOUNT LABEL SHIPPING METHODS SHIPPING ADDRESS DEVELOPER

\* First name PrestaShop

\* Last name DHLTester

\* Company DHL

\* Postcode 3542AD

\* City Utrecht

\* Street Reactorweg

\* Number 25

Addition

\* Country Netherlands

\* Email plugins@dhl.com

\* Phone 1234567890

## Configuring Delivery Options

Use the “Shipping Methods” tab (1) to configure your delivery options. If you want to show DHL points in your online store, enter your Google Maps key (2). You can find this key on the [Google Maps website](#). If you don’t have an account, you can create one. There is a [Google Maps key manual](#) available that will give you a step-by-step explanation. Open the menu to configure the delivery options (3).

SETTINGS

ACCOUNT LABEL **SHIPPING METHODS** SHIPPING ADDRESS DEVELOPER

Open PrestaShop settings **MANAGE** 3  
*DHL shipping methods can be managed in the default PrestaShop shipping settings.*

Link payment methods **MANAGE**  
*Enable payment methods for DHL shipping methods in PrestaShop payment settings.*

\* Google Maps Javascript API Key  2  
*To show ServicePoint locations on Google Maps, please configure your credentials. No Google Maps Javascript API credentials yet? Follow the instructions [here](#) on how to get the API key.*

Reinstall DHL shipping methods **RESET**  
*Reinstall default DHL shipping methods to PrestaShop for in case you accidentally removed them. The shipping method values will reset to default values.*

A new screen will open in PrestaShop where you can see all DHL delivery options.

CARRIERS 7

ID	Name	Logo	Delay	Status	Free Shipping	Position	
1	PrestaShop		Pick up in-store	✓	✓	1	Edit
2	My carrier		Delivery next day!	✓	✗	2	Edit
3	DHL ServicePoint		Delivered in 1-2 days	✓	✗	3	Edit
4	DHL Home Delivery		Delivered in 1-2 days	✓	✗	4	Edit
5	DHL Evening Delivery		Delivered in 1-2 days	✓	✗	5	Edit
6	DHL No Neighbour Delivery		Delivered in 1-2 days	✓	✗	6	Edit
7	DHL Saturday Delivery		Delivered in 1-2 days (also on Saturdays)	✓	✗	7	Edit

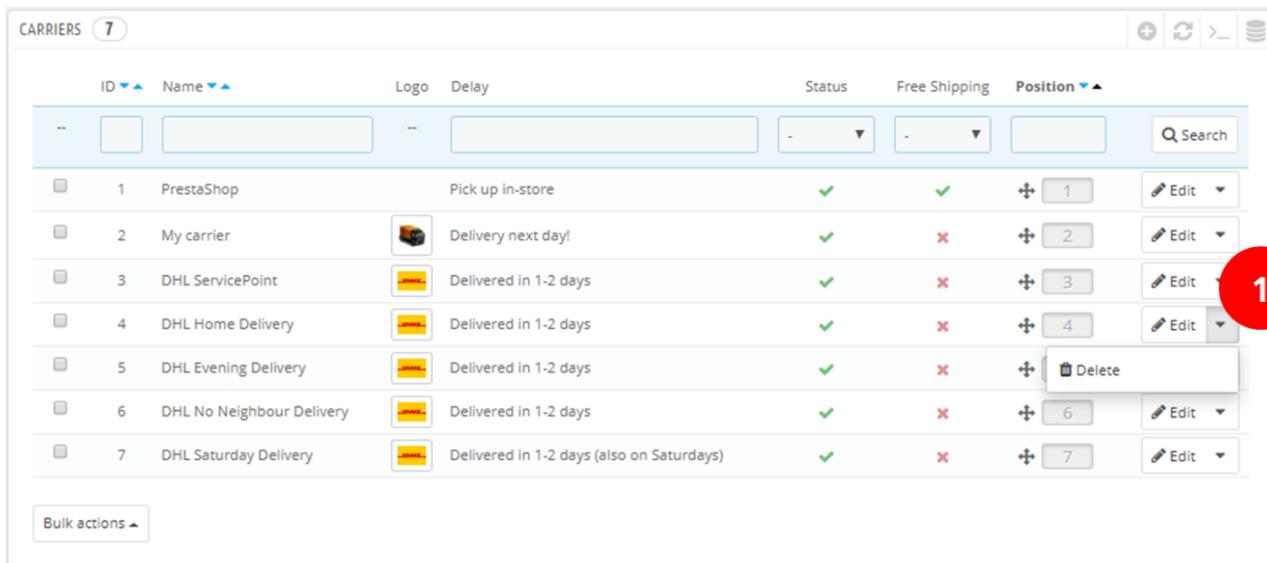
Bulk actions

You can choose the delivery options you want to show in your online store:

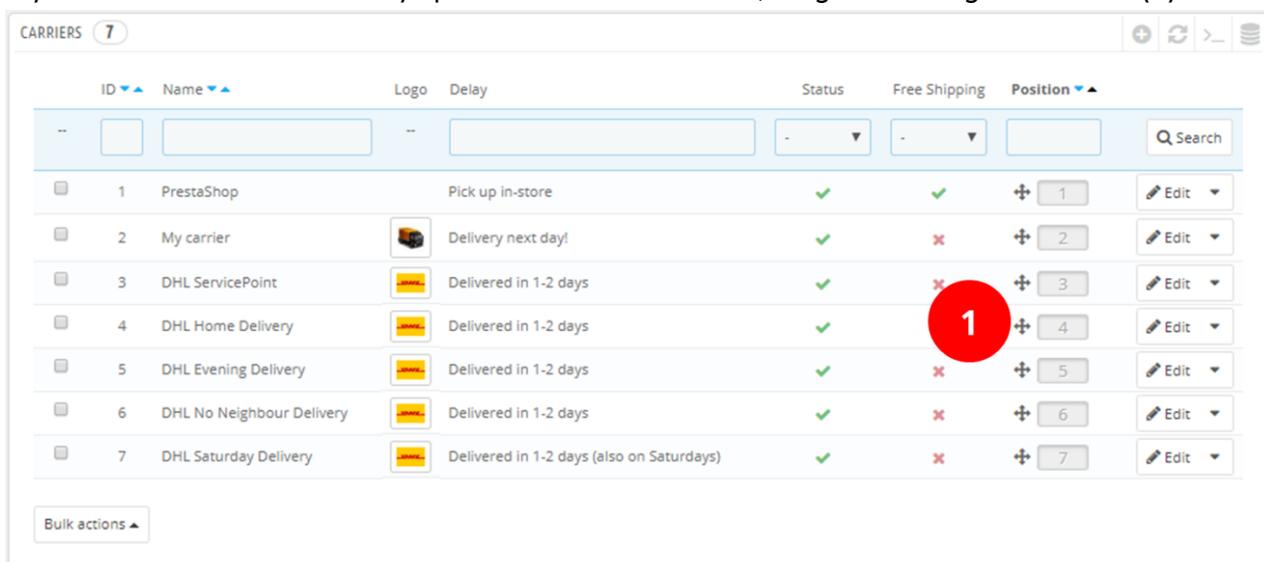
- **DHL ServicePoint:** delivery to a DHL point (B2C) within Europe.
- **DHL Home Delivery:** standard home address delivery (B2C and B2B) within Europe.
- **DHL Evening Delivery:** delivery between 5:30 PM and 9:30 PM (B2C) – only in the Netherlands.

- **DHL No Neighbor Delivery:** do not deliver to neighbors when the recipient is not at home (B2C) – only in the Netherlands.
- **DHL Saturday Delivery:** delivery on Saturdays (B2B in the Netherlands and B2C to Belgium).

If you want to remove a delivery option from the overview, select the drop-down arrow to the right of the option and select “Delete” (1)



If you want to show the delivery options in a different order, drag them using the “+” icon (1)



You can configure the delivery options as follows: Select the “Edit” button to set the delivery option (this example uses “DHL ServicePoint” as the delivery option). You can configure the delivery option in four steps. In the first step, you can change the DHL Logo by removing the logo in (1) and selecting a new image in (4). Enter the name of the delivery option in (2) and the delivery time in (3).

LOGO

1 General settings 2 Shipping locations and costs 3 Size, weight, and group access 4 Summary

\* Carrier name DHL ServicePoint

\* Transit time Volgende dag nl

Speed grade 0

Logo Choose a file

Format: JPG, GIF, PNG. Filesize: 8.00 MB max. Current size: undefined.

Tracking URL

For example: 'http://example.com/track.php?num=@' with '@' where the tracking number should appear.

In the next step (“Shipping locations and costs”), you can set the costs for the delivery option for each country or Zone. You can specify any handling costs (1) or offer free shipping (2). Set whether the option is subject to a VAT surcharge (3) and what the costs are per Zone (4). PrestaShop’s default Zones are continents – the “Setting Locations” chapter tells you how to configure this differently.

1 General settings 2 Shipping locations and costs 3 Size, weight, and group access 4 Summary

Add handling costs YES NO

Free shipping YES NO

Billing
 

- According to total price.
- According to total weight.

Tax No tax

Out-of-range behavior Apply the cost of the highest

Ranges

Will be applied when the price is >=	€	
Will be applied when the price is <	€	
All	<input type="checkbox"/>	€
Africa	<input checked="" type="checkbox"/>	€
Asia	<input checked="" type="checkbox"/>	€
Central America/Antilla	<input checked="" type="checkbox"/>	€
Europe	<input checked="" type="checkbox"/>	€

The price for the delivery option can be set per order amount. In the example below, delivery to a DHL ServicePoint in an EU country in Europe costs €5 for orders between €0 (1) and €50 (2). The costs are €3 for orders between €50 and €100, and orders above €100 are delivered free of charge. You can add as many “Ranges” (3) as you like.

Ranges

Will be applied when the price is	>=	€ 0.000000	€ 50	€ 100
Will be applied when the price is	<	€ 50	€ 100	€ 1000000000
All	<input type="checkbox"/>	€	€	€
Africa	<input type="checkbox"/>	€	€	€
Asia	<input type="checkbox"/>	€	€	€
Central America/Antilla	<input type="checkbox"/>	€	€	€
Europe	<input checked="" type="checkbox"/>	€ 5	€ 3	€ 0
Europe (non-EU)	<input type="checkbox"/>	€	€	€
North America	<input type="checkbox"/>	€	€	€
Oceania	<input type="checkbox"/>	€	€	€
South America	<input type="checkbox"/>	€	€	€

Delete Delete

Add new range

In the third step, you can configure the dimensions and weights.

1 General settings → 2 Shipping locations and costs → 3 Size, weight, and group access → 4 Summary

Maximum package width (cm) 0

Maximum package height (cm) 0

Maximum package depth (cm) 0

Maximum package weight (kg) 0.000000

Group access

<input type="checkbox"/>	ID	Group name
<input checked="" type="checkbox"/>	1	Visitor
<input checked="" type="checkbox"/>	2	Guest
<input checked="" type="checkbox"/>	3	Customer

The maximum dimensions of a parcel shipped to a DHL point are 80 x 50 x 35 cm (L x W x H), with a maximum weight of 20 kg. The last step displays an overview of the settings. You can save them by selecting “Finish.”

## Configuring Locations

You can configure the locations for your delivery options by selecting the “Locations” (1) option in the “International” menu. You can see the countries in the “Countries” (2) menu and adjust a Zone by selecting the “Edit” button (3) to the right of the Zone. You can also add a new Zone by selecting the “plus” icon (4).

ID	Zone	Enabled	
1	Europe	✓	Edit
2	North America	✓	Edit
3	Asia	✓	Edit
4	Africa	✓	Edit
5	Oceania	✓	Edit
6	South America	✓	Edit
7	Europe (non-EU)	✓	Edit
8	Central America/Antilla	✓	Edit

This example adds a new Zone for the Benelux. Select the “plus” icon and enter the name of the Zone: “Benelux” (1). The zone is now active (2). Save the settings (3).

\* Name: Benelux

Active: YES NO

Cancel Save

The new “Benelux” Zone is now displayed in the overview of shipping zones.

Now go to the “Countries” (1) tab and search for the countries (2) you want to add to the “Benelux” Zone, i.e. Netherlands. Select “Edit” (3).

The screenshot shows the 'Countries' tab in a management interface. At the top, there are tabs for 'Zones', 'Countries' (annotated with a red circle '1'), and 'States'. Below the tabs, the header reads 'COUNTRIES > FILTER BY COUNTRY: NETHERLANDS' (annotated with a red circle '2'). A search bar contains 'Netherlands'. Below the search bar is a table with columns: ID, Country, ISO code, Call prefix, Zone, and Enabled. The table lists two entries: '13 Netherlands' and '157 Netherlands Antilles'. The '13 Netherlands' entry has an 'Edit' button (annotated with a red circle '3'). A 'Bulk actions' dropdown is visible at the bottom left.

ID	Country	ISO code	Call prefix	Zone	Enabled
13	Netherlands	NL	+31	Europe	✓
157	Netherlands Antilles	AN	+599	Central America/Antilla	✓

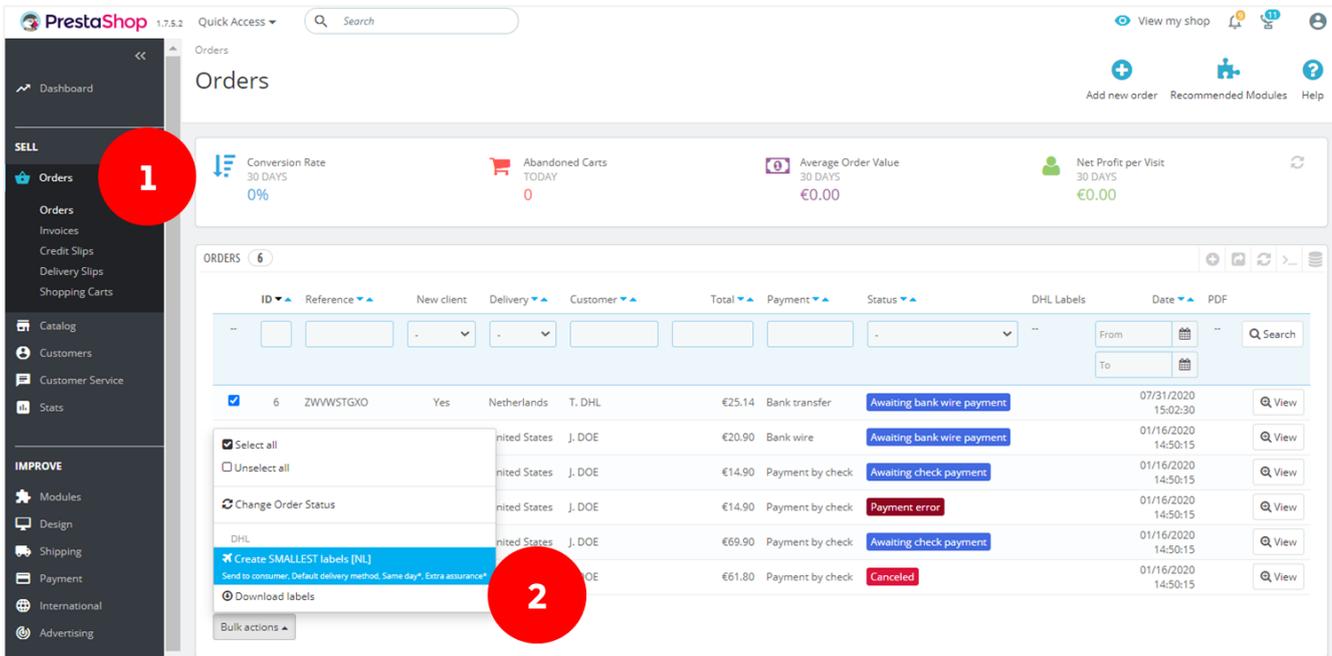
Add “Netherlands” to the new “Benelux” zone (1).

The screenshot shows the 'Country' edit form. The 'Country' field is set to 'Netherlands'. The 'ISO code' is 'NL' and the 'Call prefix' is '31'. The 'Default currency' is 'Default store currency'. The 'Zone' dropdown is set to 'Benelux' (annotated with a red circle '1'). At the bottom, there is a toggle for 'Does it need Zip/postal code?' with 'YES' selected.

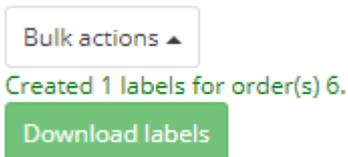
This is how you can edit the zones and set the shipping costs per delivery option per country.

## Print labels in bulk

From your order overview (1) select the orders for which you want to print the label via "bulk actions" (2). Choose the profile you want to apply for the orders. The options that your customer has selected in the check-out will automatically appear on the label.



The labels then appear under the orders:



Via the button "Download labels" you open the shipping labels and you can print them directly.

## Print Labels per piece

Would you like to print a single label? Select the order in the order overview. You can see which choices your customer has made in the check-out. In the example below, the customer has chosen home delivery. Here you can select and customize all additional options, including the type of shipment (1). Choosing a business shipment will automatically change the delivery options and services. You can change the delivery option in (2). In the example, the order number is set as the default reference on the label (3). Choose additional services as desired (4) and select the appropriate size and weight of the parcel (5). All set? Then create the shipping label (6).

The image shows a DHL shipping configuration form with the following elements highlighted by red circles:

- 1:** Type verzending: **PARTICULIER** (selected) / ZAKELIJK
- 2:** Bezorgmethode: **Delivery to the address of the recipient** (selected)
- 3:** Extra services: **Reference** (checked)
- 4:** Extra services: **Signature on delivery** (unchecked)
- 5:** Afmeting en gewicht: **SMALL (0-20 kg, 80x50x35 cm)** (selected)
- 6:** **MAAK LABEL AAN** button

This will make it much easier to ship parcels in the future. If you still have questions, feel free to send us an [e-mail](#) or call us at +31(0)88 34 54 333.

## Frequently Asked Questions

If you have any questions about the PrestaShop plug-in, we would be 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's included in the list below. If you can't find what you're looking for, please contact us by [e-mail](#) or call us at +31 (0)88 34 54 333.

**Q: Is the DHL plug-in compatible with all PrestaShop versions?**

**A:** The DHL plug-in for PrestaShop is compatible with PrestaShop 1.7.4 and higher.

**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.