

# MANUAL

# DHL CONNECTION



DHL eCommerce offers a convenient connection for WooCommerce stores called a *plug-in*. With this you offer delivery options directly in your online store which in turn increases service levels for your customers. This means a great benefit for your online store. Research shows\* an increase in sales when customers are offered multiple [delivery options](#). This plug-in also creates the possibility for you to print labels directly from your online store environment. It makes shipping parcels even easier, done in just a few steps! This manual contains a step-by-step guide to install the connection. Need help? We will be happy to assist you. Just send us an [e-mail](#) or call us at +31(0)88 34 54 333.

\*Source: Metapack

## **TABLE OF CONTENTS**

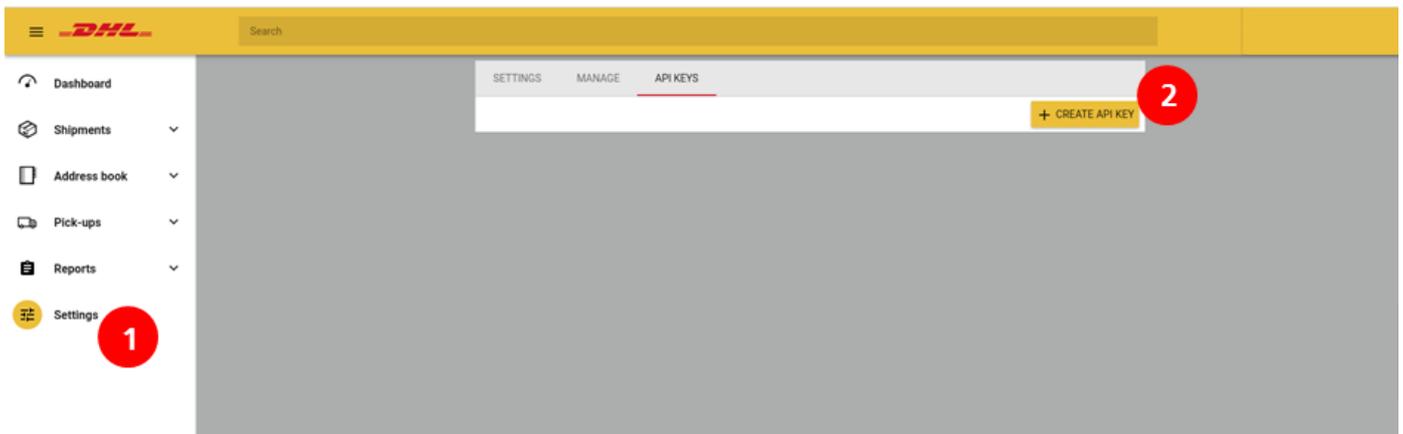
INSTALLATION .....	3
PLUG-IN SETTINGS .....	6
LABEL SETTINGS .....	7
SET UP YOUR SHIPMENT OPTIONS .....	8
DELIVERY TIMESLOTS .....	14
PRINTING LABELS .....	15
FREQUENTLY ASKED QUESTIONS .....	17

# INSTALLATION

## Step 1: Get your activation code

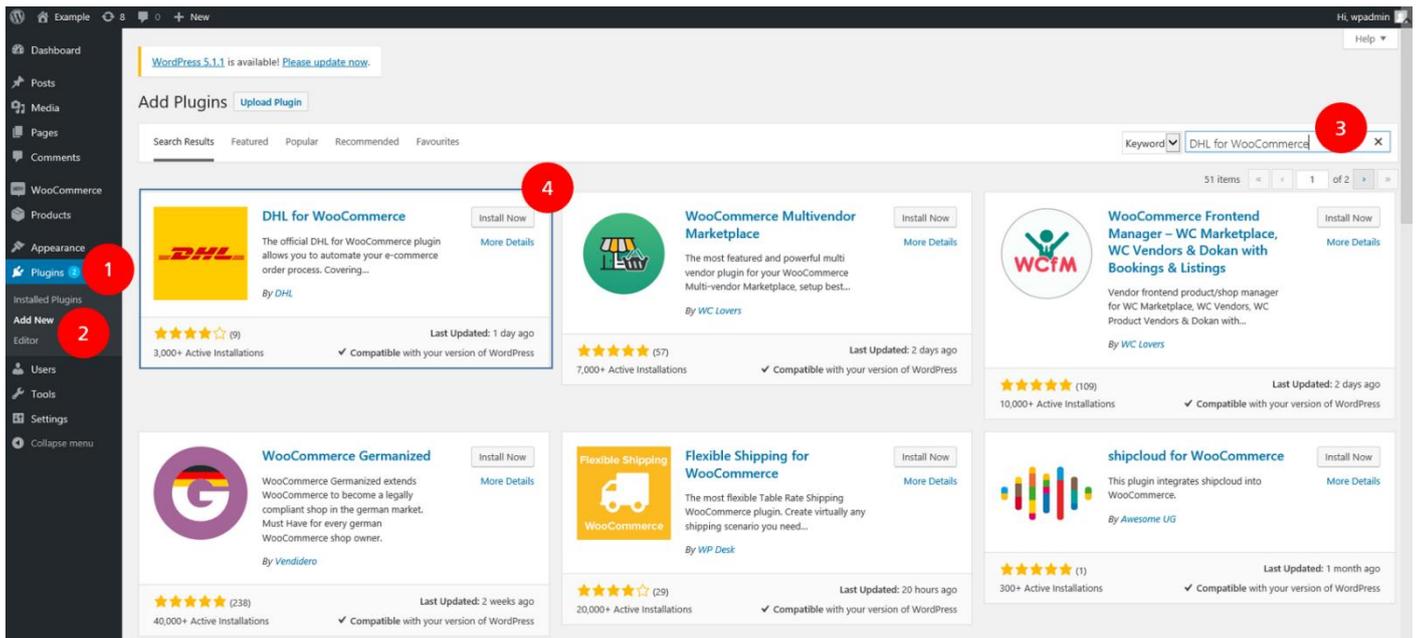
Before you start working with WooCommerce, first fetch your activation code (also Api Key) from My DHL Portal. In [My DHL Portal](#) you can find this code under 'Settings' (1) in the 'API Keys' tab. Click on the 'Generate Api Key' (2) button to fetch your activation code. Save these data safely.

If you do not have a My DHL Portal account or if the 'Generate Api Key' (2) is not visible, please contact us by [e-mail](#) or call us at 088 34 54 333.



## Step 2: Add the WooCommerce plug-in

Navigate to the 'Plug-ins' page under 'WooCommerce' (1) in the left panel and click the 'New plug-in' (2) tab. Type 'DHL for WooCommerce' into the search bar (3). You will find the official DHL for WooCommerce plug-in amongst the top results. Click the 'Install Now' (4) button and then choose 'Activate' to complete the installation.



### Step 3: Choose the correct country setting

Under 'Settings' (1), 'General' (2) select the country in which your company is operating (3).

The screenshot shows the WordPress dashboard with the WooCommerce settings page open. The left sidebar contains a menu with 'Settings' highlighted and a red circle '1' next to it. The main content area shows the 'General' settings tab selected, with a red circle '2' next to the 'General' tab label. The 'Store Address' section is visible, with the 'Country / State' dropdown menu set to 'Netherlands' and a red circle '3' next to it. The form fields are filled with: Address line 1: Reactorweg 25; Address line 2: (empty); City: Utrecht; Postcode / ZIP: 3542 AD; Selling location(s): Sell to all countries; Shipping location(s): Ship to all countries you sell to.

WordPress 5.1.1 is available! [Please update now.](#)

**2**

General Products Tax Shipping Payments Accounts & Privacy Emails Advanced

Welcome to WooCommerce – You're almost ready to start selling :)  
[Run the Setup Wizard](#) [Skip setup](#)

Your store does not appear to be using a secure connection. We highly recommend serving your entire website over an HTTPS

Looking for the store notice setting? It can now be found [in the Customiser.](#)

#### Store Address

This is where your business is located. Tax rates and shipping rates will use this address.

Address line 1

Address line 2

City

Country / State **3**

Postcode / ZIP

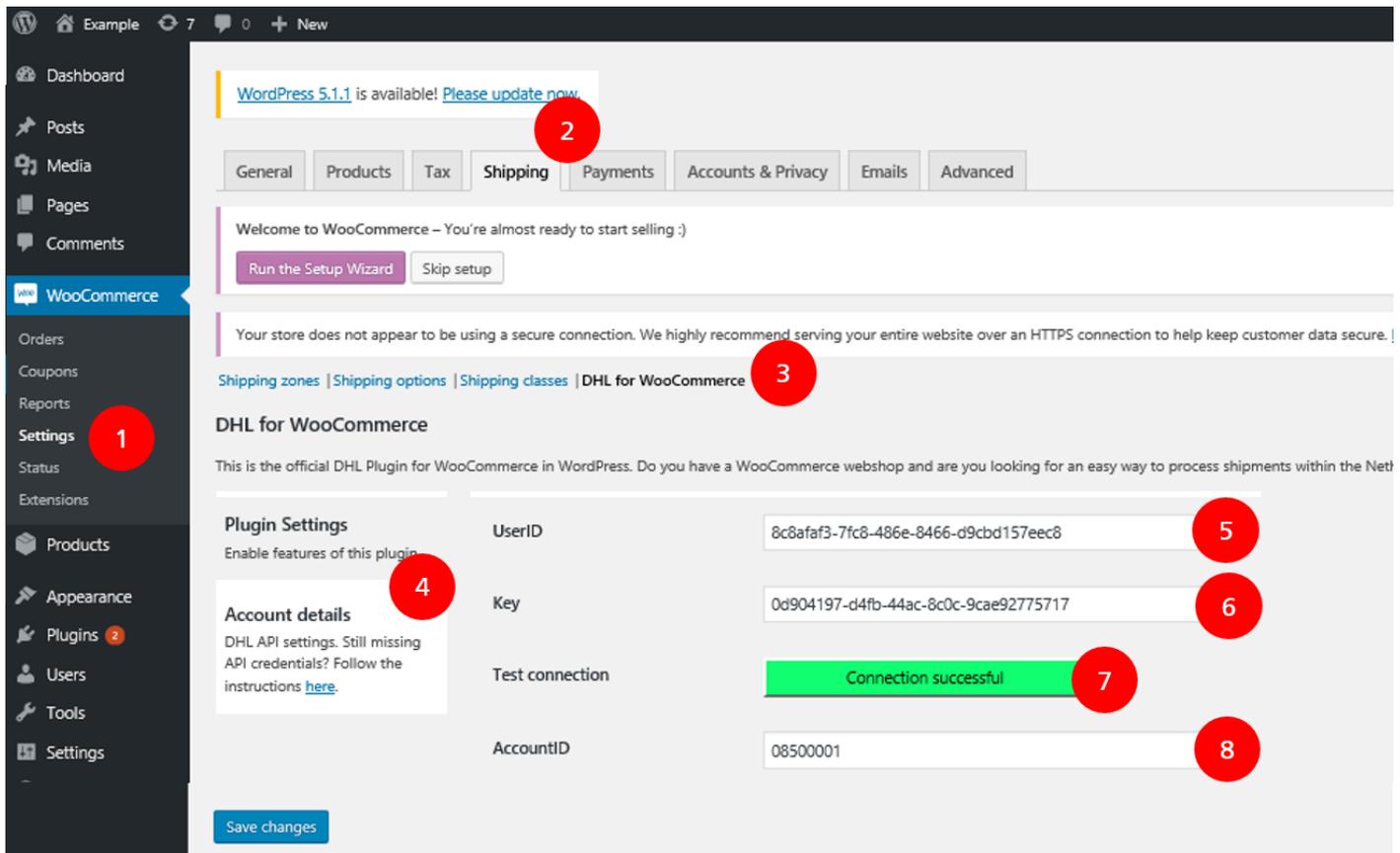
#### General options

Selling location(s)

Shipping location(s)

#### Step 4: Enter activation code in WooCommerce

Go to Settings (1), Shipping Methods (2) and select 'DHL in WooCommerce' (3). Now select the 'Account details' (4) menu. Here you can enter the activation code that you recovered in Step 1 into the 'UserID' (5) and 'Key' (6) fields. Click on the 'Test connection' (7) button and if the connection is successful the button turns green. Should the connection not be successful contact [support](#). Select the correct accountnumber (8) and save your changes.



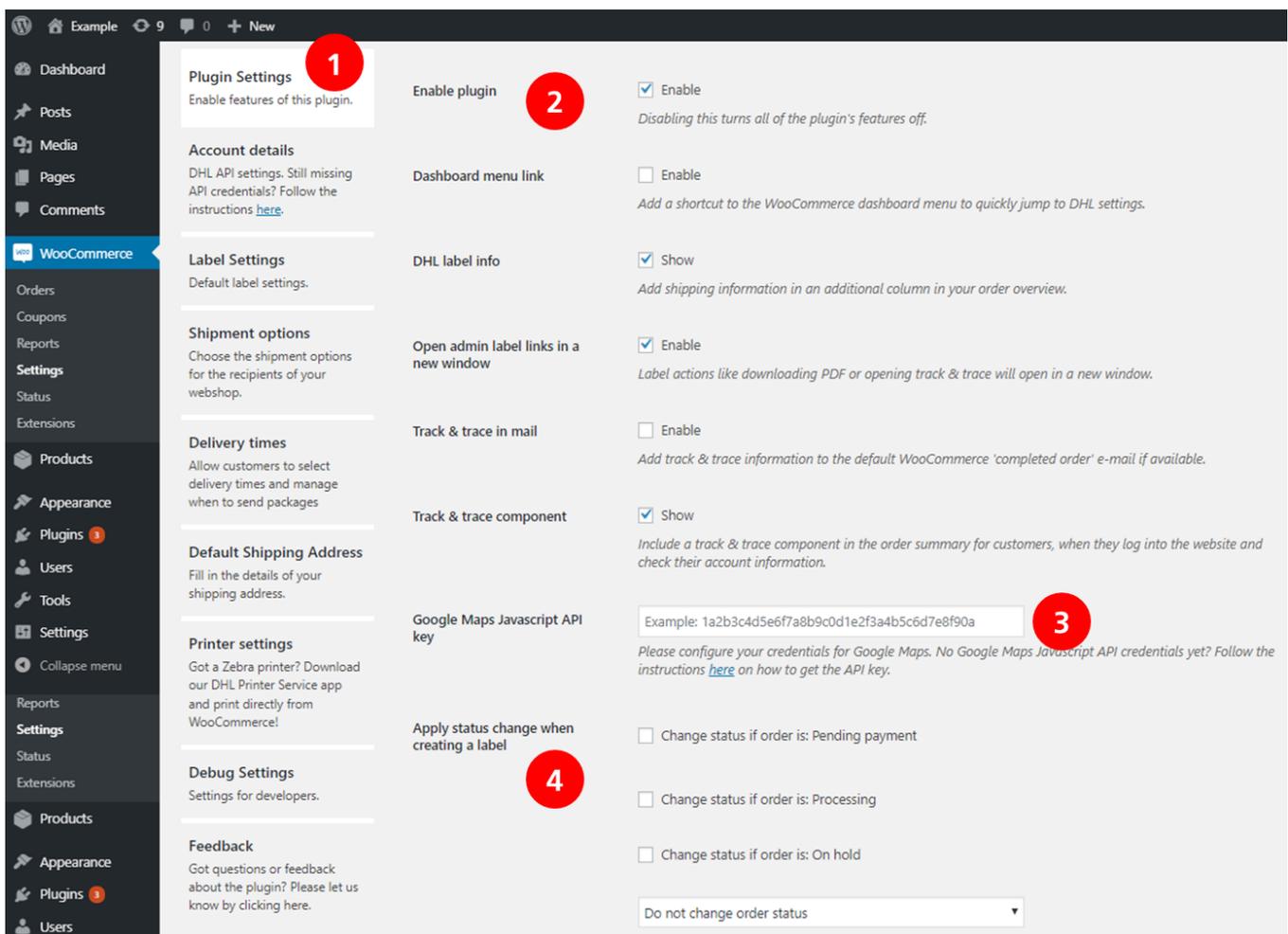
Well done! You successfully completed the installation of the plug-in. You can now start adjusting your shipping and delivery options. Next thing you know shipping labels will be printed straight from your online store environment.

# PLUG-IN SETTINGS

The Plugin Settings tab (1) contains general settings that affect multiple parts of the plug-in. After installation, this is also the place to enable the plug-in (2).

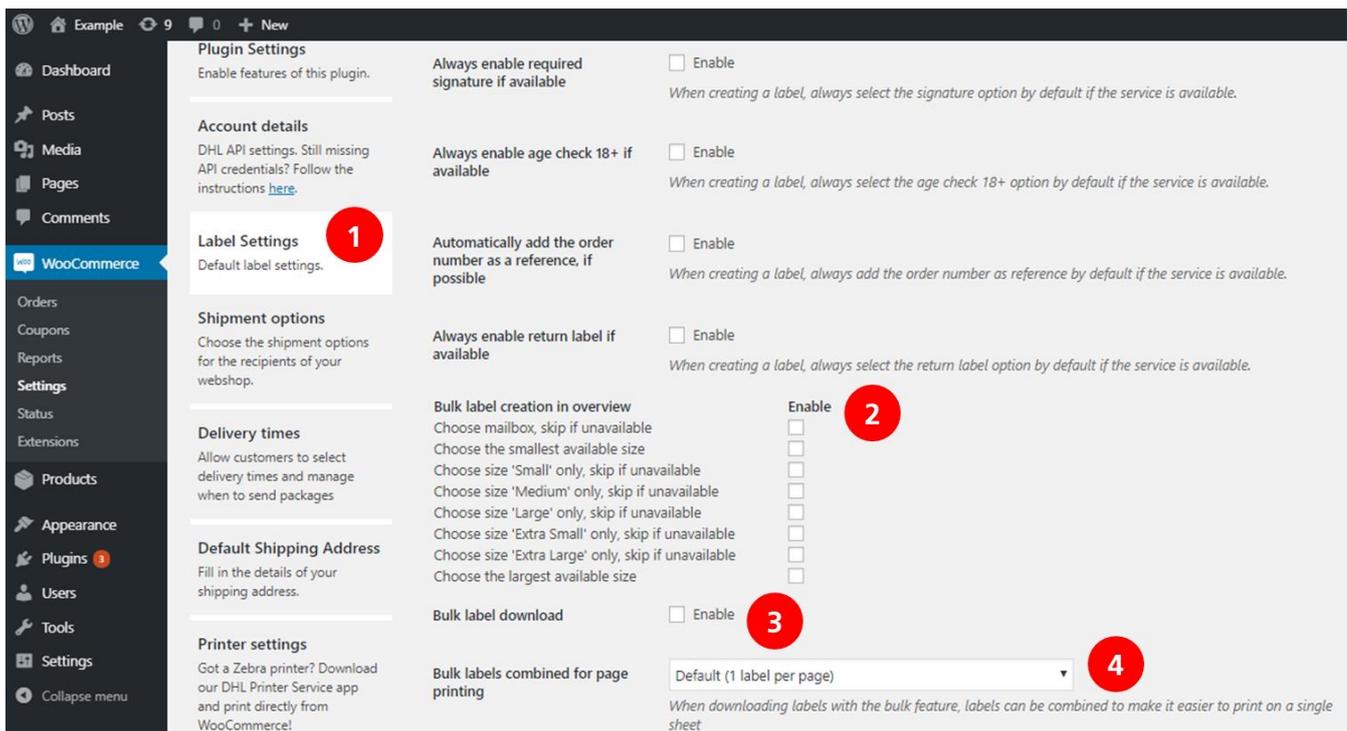
If you want to use the DHL ServicePoint option, enter your Google Maps API key (3) to show the locator in the check-out. Need help obtaining a key? See our step-by-step [quick guide](#) (Dutch).

To change the way statuses in your Orders screen behave when creating labels, use the checkboxes and dropdown menu (4). This allows you to apply certain statuses to orders or prevent the plug-in from changing statuses.



# LABEL SETTINGS

Use the Label Settings tab (1) to see multiple default options that can be applied to your labels. You can always edit individual orders to make exceptions when processing orders. Use the Bulk creation checkboxes (2) to configure what types of labels should be printed (if available) when using the bulk actions in the Orders overview screen. If you also want to download labels in bulk, check the corresponding checkbox (3). The last option (4) determines how many labels will be printed per page.



## SET UP YOUR SHIPMENT OPTIONS

Multiple delivery options in your online store increases service levels for your customers. Research shows an increase in sales when customers are offered multiple delivery options in the checkout. Here you will find how to set up these options.

### Step 1: Configuring default options

Use the Shipment options tab (1) to configure a few default settings regarding shipment options. The first checkbox is used to distinguish between a consumer or business store. This affects the shipment options offered in the check-out. If you are using a separate translation plug-in, enter it's code in the empty field (3) to replace the DHL for WooCommerce translations with those of your other plug-in.

If you want to set different shipping prices for multiple countries or regions, enable Shipping zones (4). Important: if enabled, configure your shipment options prices in each separate shipping zone used, instead of using the Shipment options tab. You will find more information in the next steps.

With the dropdown menu (5) you can alter the order in which shipment options are shown in the check-out. The default option shows them in the same order they are listed in the Shipment options tab or shipping zone. Finally, choose whether the prices entered for shipment options in the fields below, are with tax included (6).

The screenshot shows the WooCommerce 'Shipment options' settings page. The left sidebar has 'WooCommerce' selected, with 'Shipment options' highlighted. The main content area is divided into sections: 'Plugin Settings', 'Account details', 'Label Settings', 'Shipment options', and 'Delivery times'. The 'Shipment options' section is the focus, with six red callout boxes numbered 1 through 6. Callout 1 points to the 'Shipment options' section header. Callout 2 points to the 'Send to business by default' checkbox. Callout 3 points to the 'Replace text label translation domain' text input field. Callout 4 points to the 'Use shipping zones' checkbox. Callout 5 points to the 'Change the sort behavior of shipment methods' dropdown menu. Callout 6 points to the 'prices with tax included' checkbox.

### Step 2a: Configuring shipment options and prices without using Shipping zones

- If you do not use Shipping zones, you can configure all shipment options and prices in the Shipment options tab. Firstly, decide if you want to set a general discounted shipping rule (1) and what amount (total price) should trigger discounted prices (7).
- If you use coupons, choose whether discounted prices should be used before or after the application of coupons (3).
- When (4) is checked, any shipment option specific pricing rules below will be applied after the general discount (1). If unchecked, this means the general discount rule will not be overwritten by any shipment option specific rules.
- Any shipment option below can be activated and a price can be set (5). Make sure to use a decimal separator, using dots, not commas. Check the second box (6) to make the option eligible for a discounted price (or free

shipping, enter “0” in the next field (7)). The amount chosen at (2) is used to trigger this discounted price. Use the next field (8) to name Shipment options differently. Finally, number shipment options to show them in a specific order in the check-out. Make sure to use the “Sort by customer sorting number” option from Step 1.

Free or discounted shipping **1**  Enable  
Offer free shipping (over a certain amount).

Free or discounted shipping threshold **2** € | 50  
Free or discounted shipping prices are applied when the total price is over the inputted value.

Free or discounted shipping and coupons **3**  Calculate after applying coupons  
Calculate eligibility for free or discounted shipping after applying coupons.

Apply additional rules after free or discount calculation **4**  Calculate additional rules after free or discount  
When checked, rules will apply after free or discount calculation. When unchecked, rules will be applied first and ends with free or discount calculation.

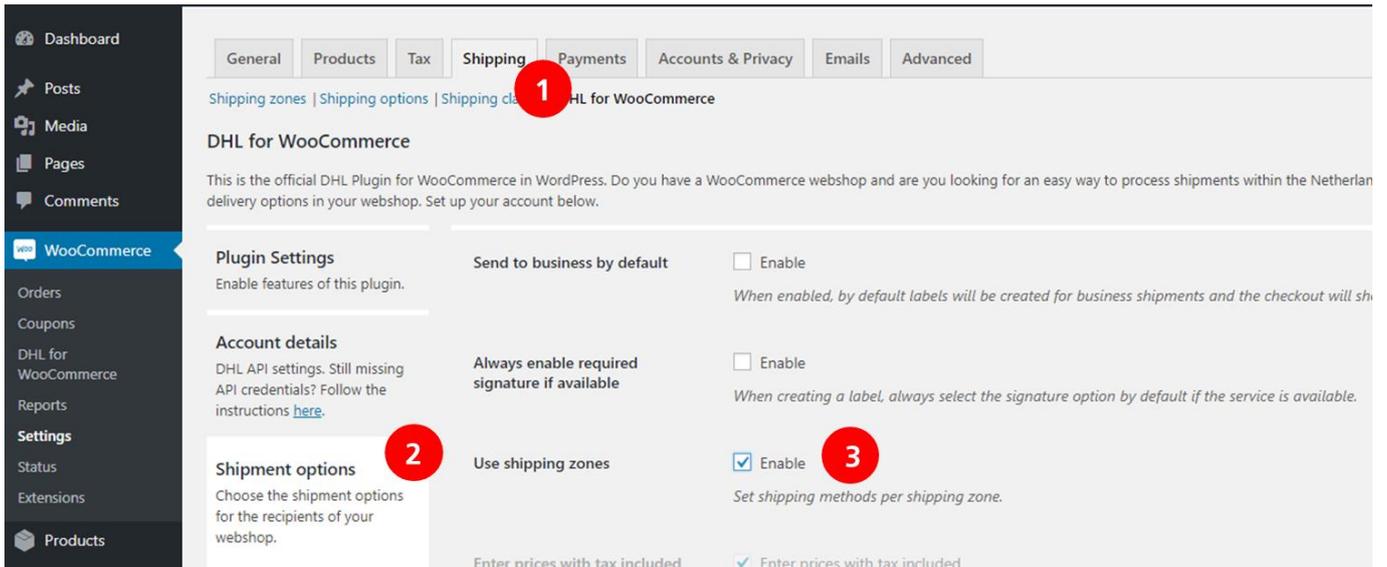
Delivery Option	Enable	Price <b>5</b>	<b>6</b> Eligible for Free/discount	Free/discount Price <b>7</b>	Replace text label <b>8</b>	Sort number <b>9</b>
ServicePoint delivery	<input checked="" type="checkbox"/>	€   3.00	<input checked="" type="checkbox"/>	€   2.00	Use default text label	0
⊕ ⊖	If Weight	exceeds	25 kg	then	Add additional fee	€   7
⊕ ⊖	If Cart total	exceeds	€   25	then	Change price to	€   2.50
⊕ ⊖	If Weight	exceeds	50 kg	then	Add fee (keep repeating)	€   25
<b>10</b> ⊕ ⊖	If Weight	exceeds	250 kg	then	Disable delivery option	

⊕ Add additional rule

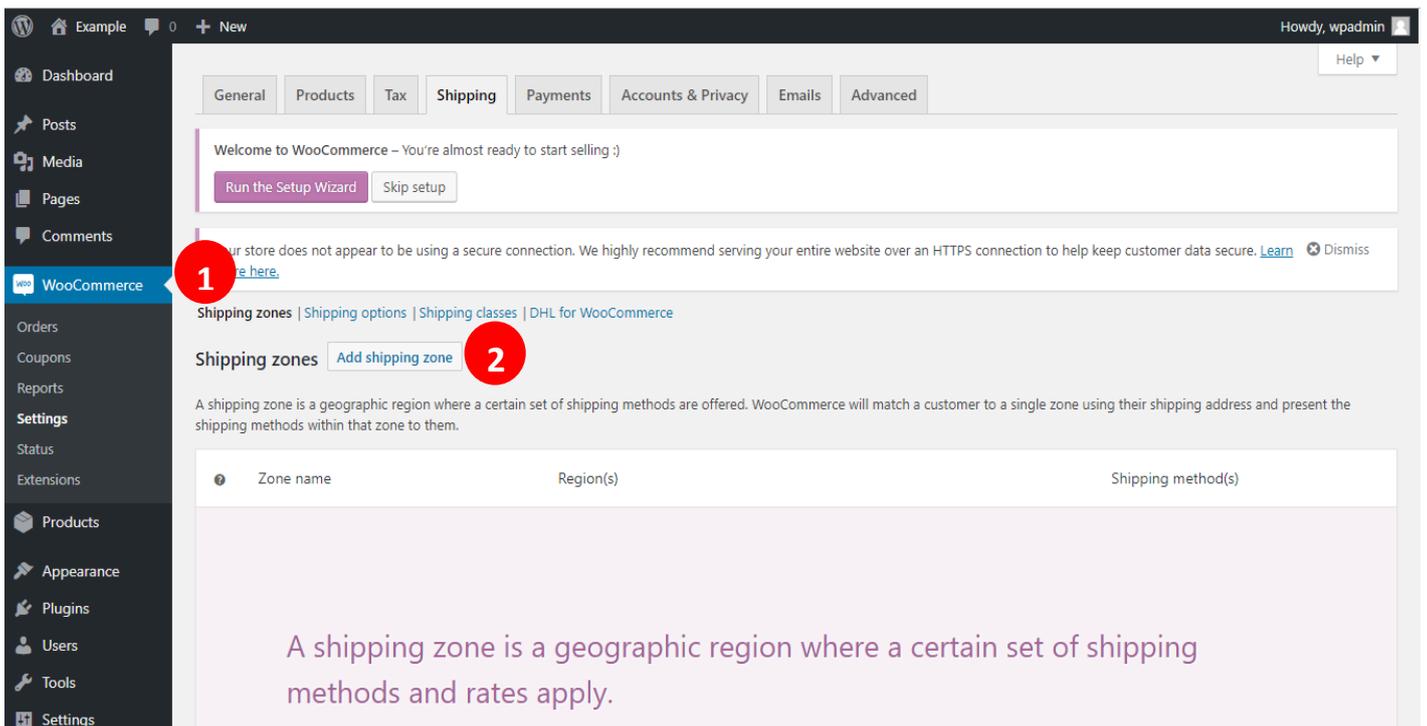
Let’s use the image above to see how shipment option pricing rules work. The first rule adds €7 to the €3 price for the DHL ServicePoint option when the cart weight exceeds 25kg. The second rule changes the price to €2,50 when the total cart amount exceeds €25. Note that, when it exceeds €50, the price becomes €2, because the general discounted pricing rule will not be overwritten (because the box at (4) is unchecked). The third rule adds €25 when the cart weight exceeds 50kg and it keeps doing it for every additional 50kg (100kg, 150kg, etc.). The final rule disables the DHL ServicePoint option when the cart weight exceeds 250kg.

### Step 2b: Configuring shipment options and prices within Shipping zones

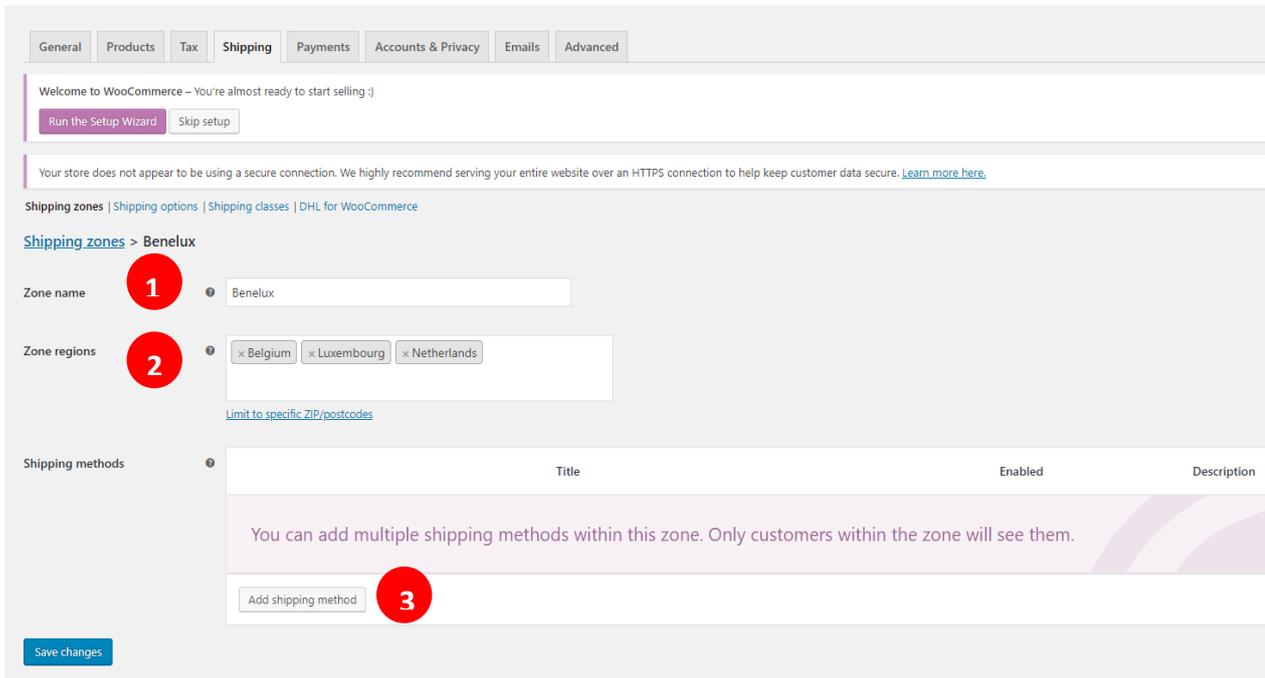
In order to use the DHL Parcel delivery options together with the Shipping zones functionality, it is important to check the ‘Use shipping zones’ box (3) in the Shipment options menu (2) under the Shipping (1) tab.



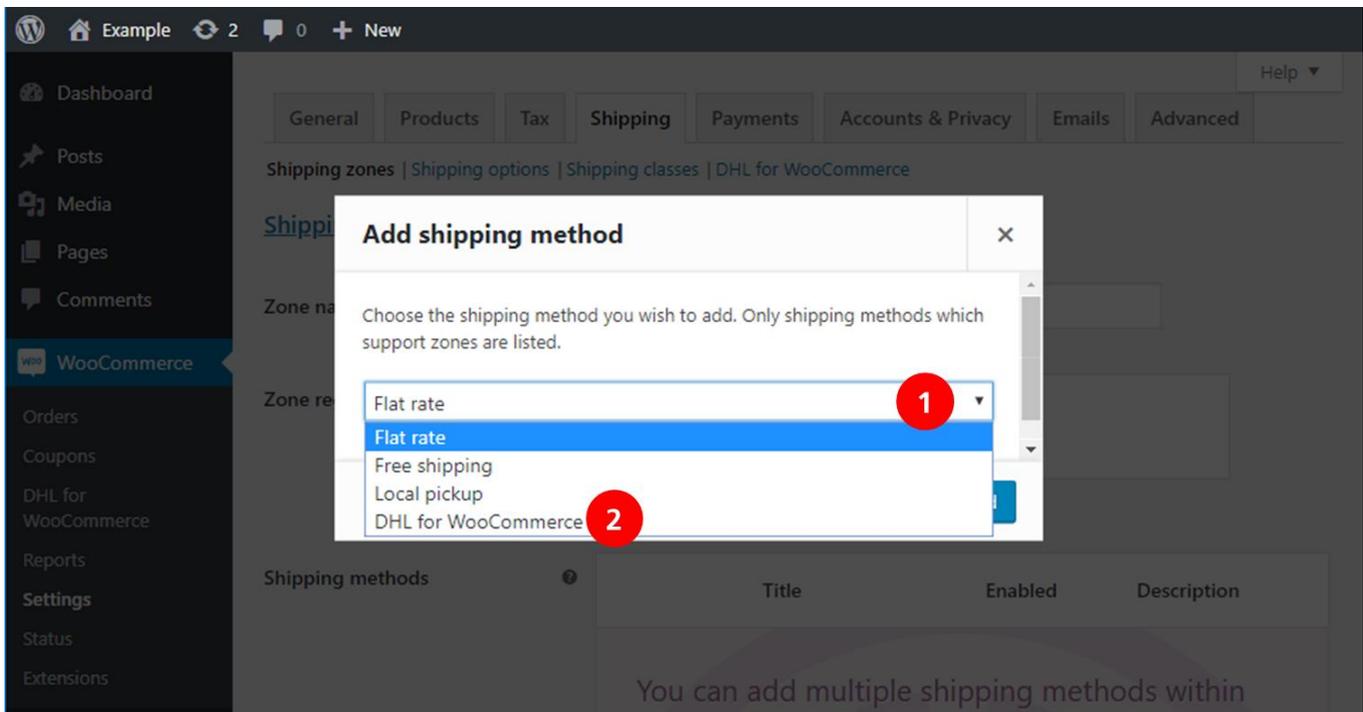
Now click Shipping zones (1) in the Shipping tab and click the Add shipping zone (2) button.



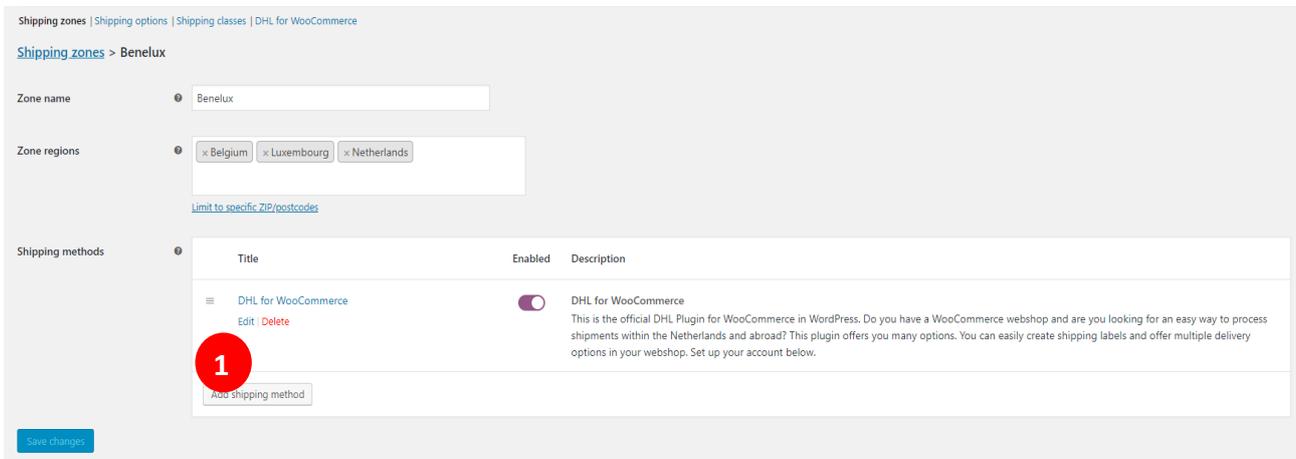
Name the zone (1) and add countries to it by typing them in the Zone regions field (2). Click the Add shipping method button (3).



Now use the appearing dropdown menu (1) to select DHL for WooCommerce (2).



Now that DHL for WooCommerce is visible, you can move your mouse cursor over to make the Edit button (1) visible.



You will be presented with a screen that contains the same shipment options and pricing rules as the Shipment options tab. From here, just follow Step 2a, configuring options and prices for the specific country or region.

## DEFAULT SHIPPING- AND RETURN ADDRESS

When you start using the DHL for WooCommerce plug-in it is important to enter a shipping address and, if necessary, a separate return address. In the 'Standard shipping address' (1) menu enter your details (2) that will also be visible as the sender address on the label. If you want to use the Hide Shipper option, check the box and enter alternative details. Save your data (3).

The screenshot shows the WordPress dashboard with the WooCommerce settings page open. The 'Shipping' tab is selected, and the 'DHL for WooCommerce' settings are displayed. The 'Default Shipping Address' section is highlighted with a red circle and the number '1'. The 'Account details' section contains several input fields: First Name (Test), Last Name (DHL), Company (DHL), Postcode (3542AD), City (Utrecht), Street (Reactorweg), Number (25), Country (Netherlands), Email (shin.ho@dhl.com), and Phone (1234567890). The 'Different return address' and 'Default hide sender address' options are both unchecked. The 'Save changes' button is highlighted with a red circle and the number '3'.

## DELIVERY TIMESLOTS

Your potential customers will be more likely to buy from your online store when they can select a specific time slot in which their products will be delivered. At DHL eCommerce delivery times are available for consumers based in the Netherlands. Depending on the recipient's postal code and your preferences the corresponding available delivery times will be shown in the checkout. As a consequence, it's important to configure when you will be able to ship your goods.

Select the 'Delivery times' (1) tab and tick the 'Enable delivery times' box (2). By checking the 'Check stock' box (3), time slots will only be visible when the product is in stock. Select how many days in the future you want to show using the dropdown (4).

By default DHL eCommerce delivers shipments the next working day. Shipments to consumers will also be delivered on Saturday. Any agreements about handing over your goods to us for next day delivery (e.g. pick up times) should be included in your contract or discussed with your account manager. Set these times accordingly for standard delivery and/or delivery with the No neighbour option today (5) or next day (6). For example: choosing 3 days at (6) causes the first available time slot in your check-out to be no sooner than in 3 days.

Choose on which days you are able to ship (7) and save your settings.

The screenshot shows the 'DHL for WooCommerce' settings page. The left sidebar contains navigation menus for Dashboard, Posts, Media, Pages, Comments, WooCommerce, Orders, Coupons, Reports, Settings, Status, Extensions, Products, Appearance, Plugins, Users, Tools, and Settings. The main content area is titled 'DHL for WooCommerce' and includes the following sections:

- Plugin Settings:** 'Enable delivery times' checkbox (2) is checked. Below it, a note says 'Show delivery date and time selection in the checkout and show delivery dates in the dashboard.'
- Account details:** 'Check stock' checkbox (3) is checked. Below it, a note says 'Only show delivery times when all cart items are in stock.'
- Label Settings:** 'Number of days to display' dropdown menu (4) is set to 'Display 14 days'. Below it, a note says 'Number of days to display for delivery times.'
- Shipment options:** Under the 'Enable' section, there are four options with time selectors (5) and dropdown menus (6):
  - Door delivery today available until 16:00
  - Door delivery today, avoid dropping at neighbours available until 16:00
  - Next day Door delivery available until 16:00
  - Next day Door delivery, avoid dropping at neighbours available until 16:00
- Shipping days:** 'Ship on Mondays' (7) and 'Ship on Tuesdays' checkboxes are both checked.
- Default Shipping Address:** A section for filling in details.

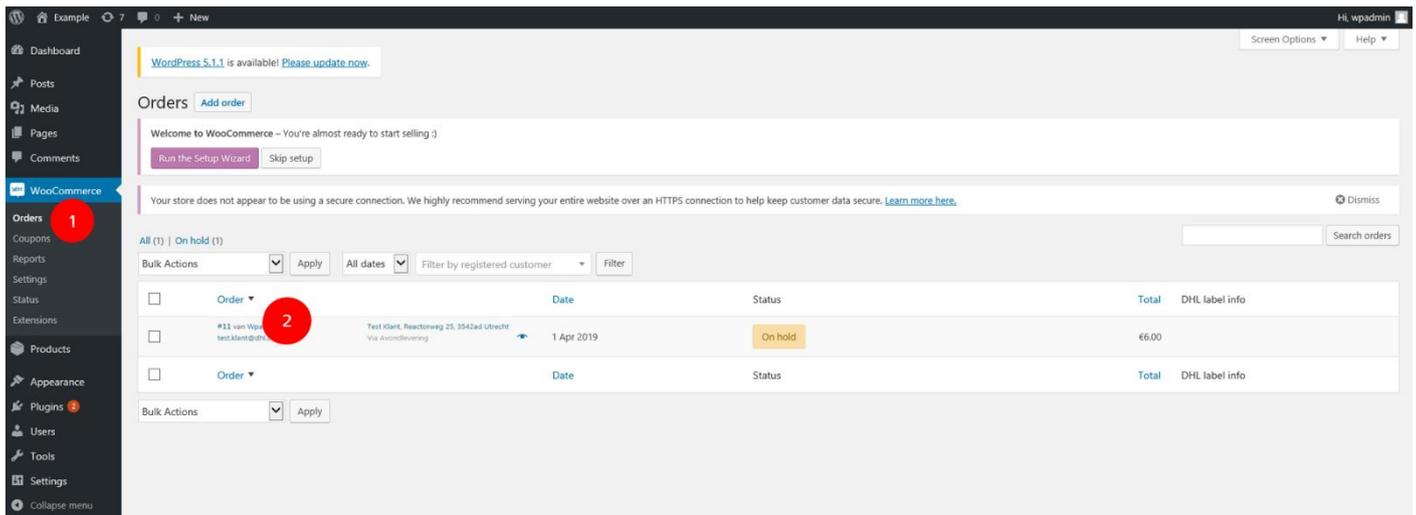
For example: you have a daily pick up at 6 PM for goods that should be delivered the next working day and you hand over de orders that came in up until 5 PM. In this case choose 'Door delivery available until', select 'Next day' and set the time at 5 PM. This means that the available time slots for the next working day will be visible in your online store until 5 PM.

# PRINTING LABELS

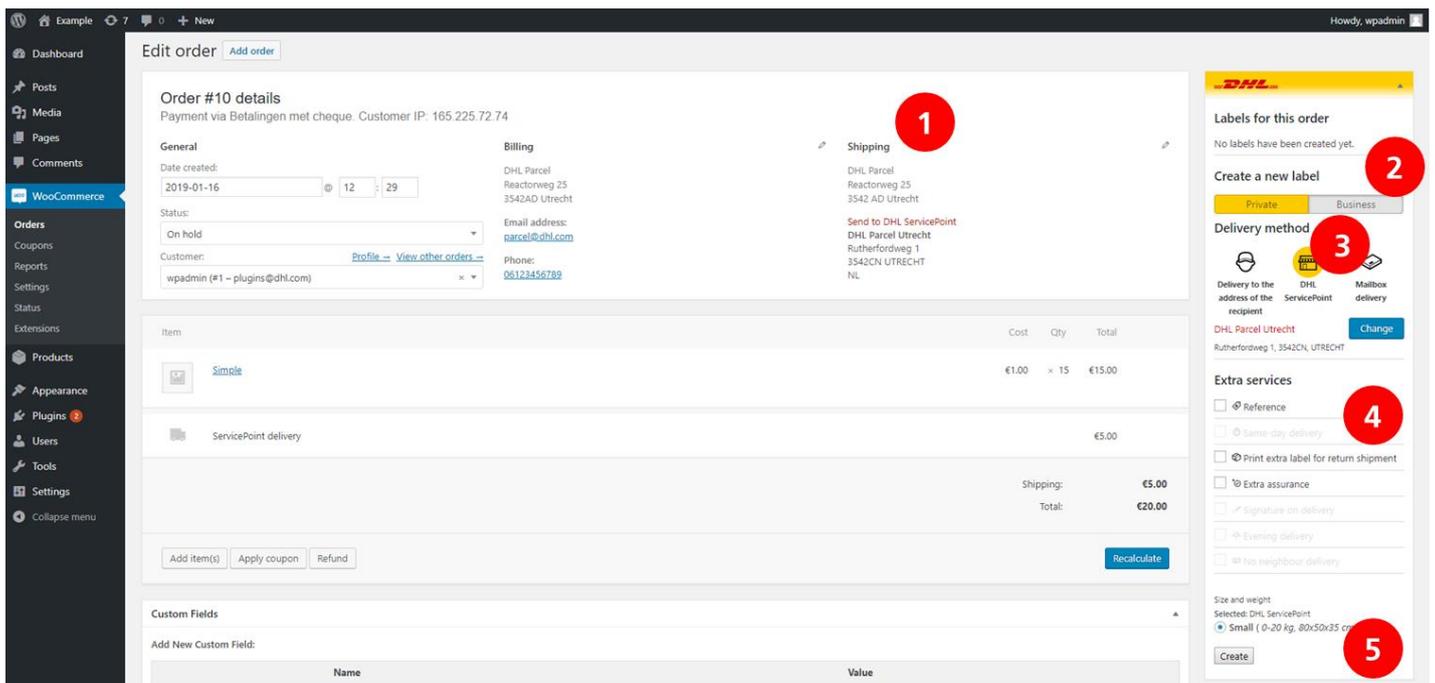
You can use the plug-in to easily print shipping labels within the online store environment. Easily choose which options to use by going through the following steps.

## Printing individual labels

To print the label for your orders go to the 'Orders' (1) menu and click on the order number or the eye icon in the 'Actions' (2) column.

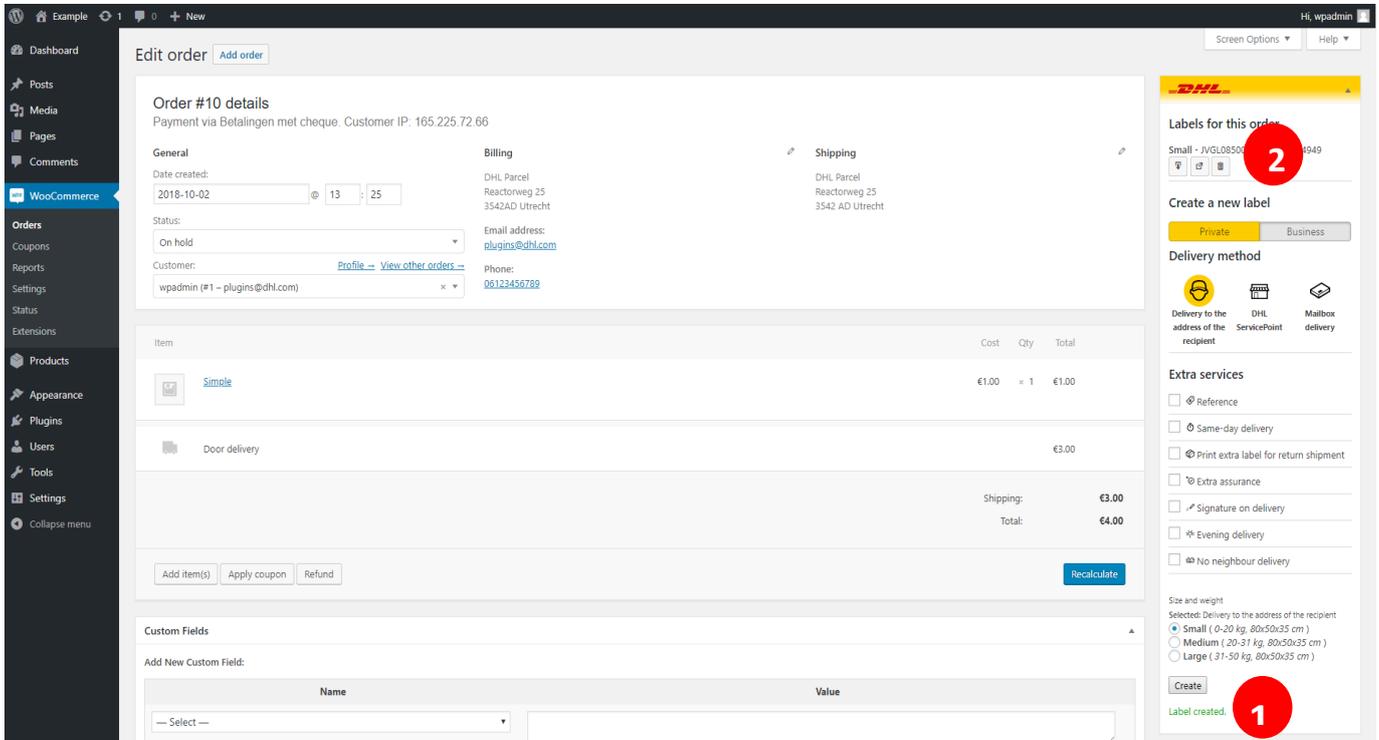


You can now check the address details and change them if necessary (1). In the right panel you can see if you are creating a label for consumers or businesses (2). You can change this by using the switch. The delivery options that your customer chose are automatically selected, but you can always change them (3). Add extra services, like creating a return label to send with the shipment (4). Finally, create the label (5).



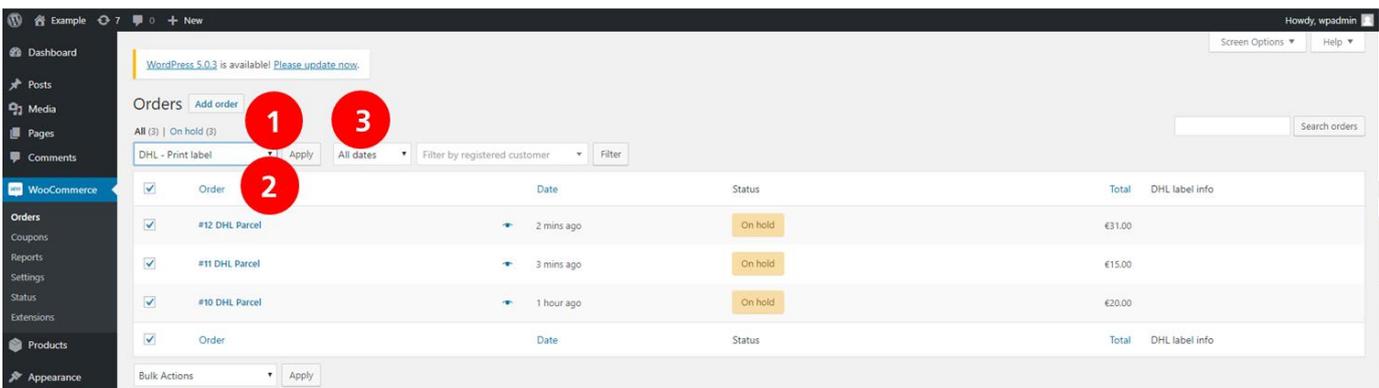
### Step 3: Print label and track your shipment

After creating the label confirmation is shown under the create button (1). You can download and print the label top right (2). Here you also see the shipping number with which you can follow the shipment by [track and trace](#).



### Generating and printing multiple labels

If you want to generate and print multiple labels at once, you can do this very easily from the Order screen. To do this, first make sure to enable this option on the Plugin Settings page. Now, after selecting for which orders you would like to create a label (2) use the dropdown menu to choose for what parcel type you would like to print labels (1). Finally, click the Apply button (3) and your labels will be generated and put into one PDF file.



That's it, sending parcels just became a whole lot easier. You successfully completed the installation of the plug-in. Do you have any questions? We are happy to help. Just send us an [e-mail](#) or call us at 088 34 54 333.

## FREQUENTLY ASKED QUESTIONS

Do you have any questions about our WooCommerce plug-in? We are ready to assist you and we will try to provide you with an answer as soon as possible. In need of a quick solution? See if your question is in the shortlist below. If you didn't find what you were looking for, we will gladly assist you if you send us an [e-mail](#) or call us at 088 34 54 333.

### **Q: With what versions of WordPress is the DHL plug-in compatible?**

**A:** The DHL plug-in for WooCommerce is compatible with WordPress 4.1 and higher.

### **Q: What do the additional services for consumers entail?**

**A:** What additional services can be picked from depends on the chosen delivery method. For instance, if you decide to send a mailbox parcel, it is not possible to choose the Signature option. However, this option is available when you decide to send the parcel as a regular home delivery shipment.

#### Overview additional services:

- Reference: you can add a reference to the shipment, which will be shown as text on the shipping label.
- Return label: a return label can be created when printing the initial shipping label.
- DHL SameDay: if this product is in your DHL contract, we will be able to deliver your parcel the same day between 6 PM and 9 PM.
- Extra Assured: In case of damage or loss you will be able to claim the purchase value up until € 500,-.
- Signature: the recipient will sign upon receipt. This signature will be visible in [track and trace](#).
- Evening delivery: we will deliver the parcel between 6 PM and 9 PM.
- No delivery at neighbor: we will deliver the parcel at the recipient and if they are not home, we will not attempt a delivery at one of their neighbors.
- Age check 18+: the courier checks the recipient's age upon delivery.

### **Q: What do the additional services for businesses entail?**

**A:** What additional services can be picked from depends on the chosen delivery method.

#### Overview additional services:

- Reference: you can add a reference to the shipment, which will be shown as text on the shipping label.
- Return label: a return label can be created when printing the initial shipping label.
- Additional transport insurance: additional insurance for your valuable shipments. If your goods are worth more than € 50.000, it is important to contact our customer service for permission.
- Saturday delivery: delivery on Saturday between 9 AM and 3 PM.
- Expresser: delivery next day before 11 AM.
- Hide sender: you will be able to show an alternative shipper name and address on the shipping label.
- Cash on delivery: upon delivery the recipient will need to pay the amount specified by you.
- Construction site delivery: delivery on locations that are under construction.
- Ex works: the recipient will pay DHL the shipping costs.