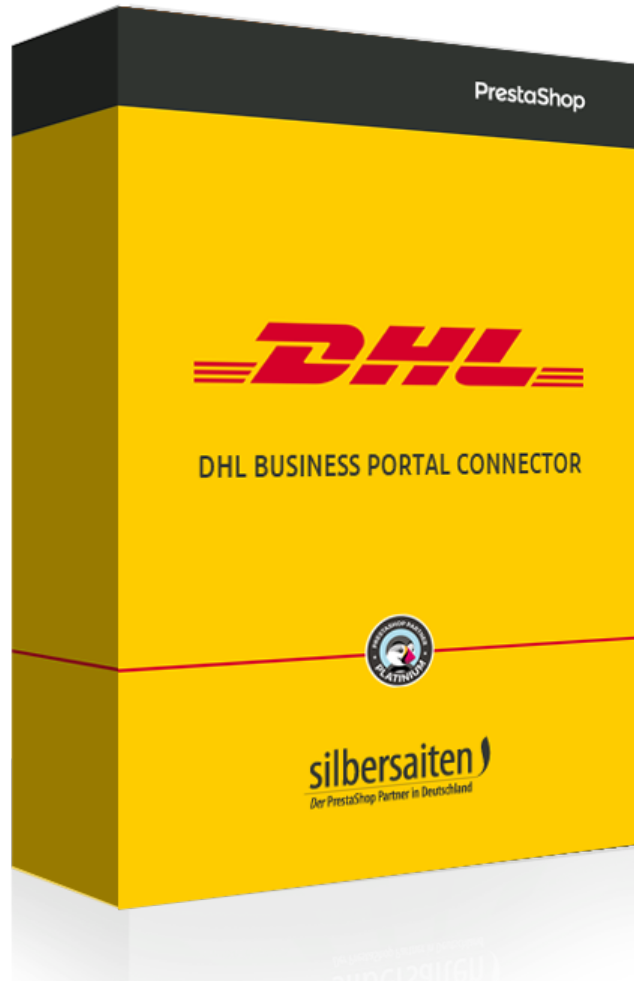# DHL Connector

Description

With the DHL Intraship Connector you can manage all of your DHL shipments and generate labels and retour labels directly from the PrestaShop Back Office. Various functions are available for orders in Germany, within the EU and outside the EU. The module allows worldwide shipping from Germany and Austria.

Important!
In the middle of 2017, all versions under version 2.0 will be shut down and are therefore no longer compatible with Intraship customers. It will require access to the DHL business customer portal.
A quick change of the module to version 2.0 is required. Furthermore, some functions are only available for version 2.x.

Installation

After the module is downloaded and installed it can be found in your list of modules: Module.

Authentication

You require access to the DHL business customer portal and you must be authorized to ship via the business customer portal.
To unblock the shipping process for you, please contact your DHL customer adviser. The possibility to generate return label also have to be unlocked. You will need separate access data. Please contact your DHL Customer Adviser.

Settings to be made directly in the DHL business customer portal

Format of shipping labels

You can set the format of the shipping labels in your customer account under **Ship> Ship> Basic Settings> General**.

General Settings

You can set general preferences, e.g. for printing your shipping labels.

> Help

Current User Group

STANDARD_GRUPPENPROFIL

Parameters for the transfer of recipient addresses

● Automatic saving

○ Save upon request

○ No saving

Cursor starts in registration of shipments

☑ Starts with cursor in shipment reference field (?)

Set-up of printer

The printer settings need to be adjusted.

Shipping label	Printer: Adobe PDF	Print format	Common label laser printing 105 x 205 mm (9... ∨
Return shipping label	Printer: Adobe PDF	Print format	Common label laser printing 105 x 205 mm (9... ∨
	☑ Print combined with Shipping label (?)		
Customs content declaration	Printer: Adobe PDF	Print format	Laser Printing A4 plain paper
International payment form	Printer: Adobe PDF	Print format	Laser Printing A4 plain paper
	☑ Print combined with Customs content declaration (?)		
Shipping list	Printer: Adobe PDF	Print format	Laser Printing A4 plain paper

Print by Reference Settings

Would you like to be able to specify the number of shipping labels on the page for Print by Reference for every shipment about to be printed?.

☐ Show input field for the number of shipping labels for every request to print by reference.

Would you like to print shipments with missing routing codes immediately when using Search by Reference in "Dispatch Handling -> Print by Reference "?

☐ Print shipments regardless of missing Routing Codes

《 Close   Save 》

Return portal:

The return portal must be activated for you before use (see Authentication). After the return portal has been activated for you, the following steps must be carried out in the DHL Return Portal:

- Access data for your return account: To log in to the return portal, enter the user name you received from DHL for the return portal under the option password forgotten. The access data will be sent to you by e-mail.
- Enter password for web service access: In the confirmation e-mail from DHL another link was sent to you, under which you can assign a password for web service access. This password will be used later as "online return password".
- Portal-Id: In the e-mail from DHL, which confirms the establishment of the return portal, you will find the online return portal ID as "portalId".

2

- Settings of your DHL return portal: The initial configuration is described in the return portal under the menu item "Usage notes". Follow the steps given there to enable your portal to be used.
- Retourenempfänger Germany & Other countries: DHL assigns individual "return recipients" (portal names) for each customer and each sender country. You can find the "return recipients" available to you in the "Return Recipients" selection box in the DHL Return Portal under the "Settings" menu item.
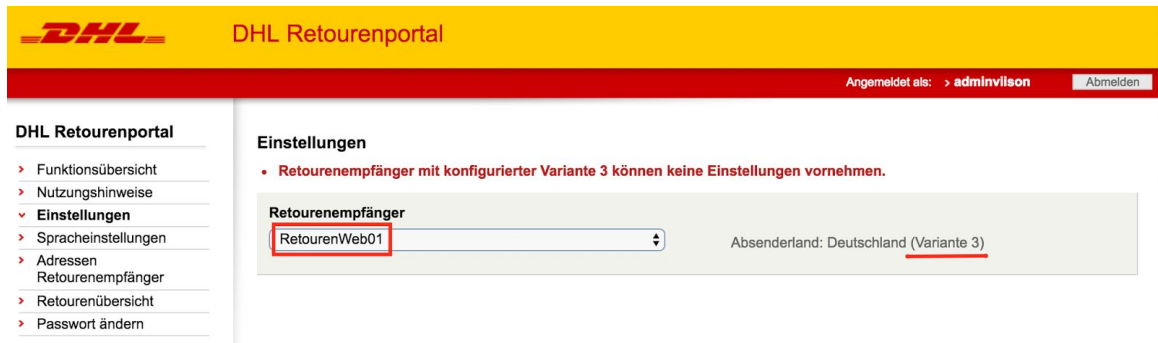
In order to activate the return portals of the individual countries, the "return recipient address" must be stored in the DHL business customer portal under "Addresses return recipients" for the corresponding return recipients.

Functions of the module

Click on "Settings" to make settings for the module.

The user name and signature are your access data to the business customer portal. Please note that the DHL API understands only lowercase letters. If your user name contains uppercase letters, please write them down. If your input is not saved, even though you have made the entry correctly, it can be the length of the user name. If the user name is too long, PrestaShop can not save the settings.

Please enter your DHL customer number. You will find this in your customer account in the section masterdata.
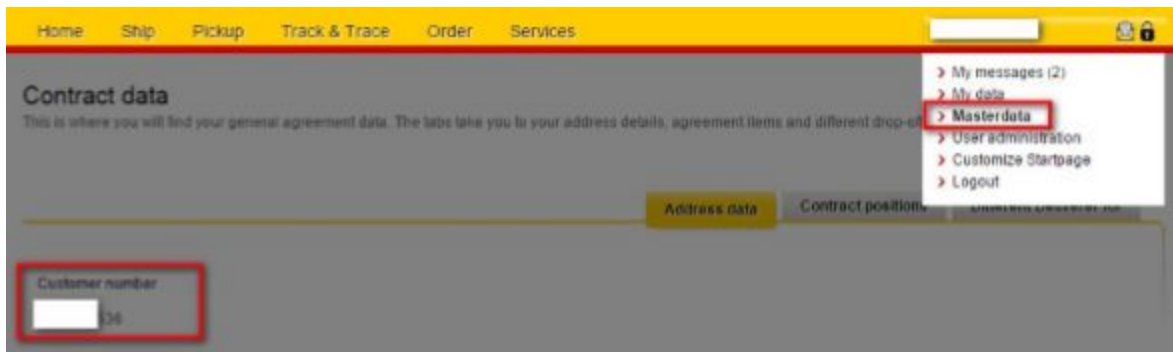
The module must be linked to an already created carrier. To do so, select a carrier or create a new one.

Set the product and the participation number.

The last two digits of the account number are considered the number of participants. You can also find these under your masterdata under the tab Contract positions. The number of participants can differ between the various DHL services (package, package international, Europaket).

In addition, you must enter the number of participants for the return of parcels. This is set to 01 by default. If the last 2 digits of your number in your DHL customer account differ, you must enter it in the box.

In the "Additional settings" field, you can find additional settings.
- Enable calculating weight of package: The module calculates the weight of the product with the weight of the package and gives you the weight of the complete package.

- Rate of converting shop weight unit in kg.: Enter the ratio of the weight unit used by you in the shop to the weight unit kg. If you use the shop gram, enter 0,001.
- Select default age for age checking: You can set a default age control (16+ or 18+). That makes sense if you sell in your shop mostly or exclusively products that require age control.
- Enable DHL Postfiliales and DHL Packstations: Enable this option to allow your customers to deliver your order to a Packet or Post Office.
- Google Map API-key: For more information about the Google Map API keys and how to apply for an API key, please click here.
- Enable updating order status: If you activate this option, the shipping status is automatically changed to the status you have selected (for example, order sent) as soon as you print the shipping label for the purchase order.
- Enable generate label with return label: If you activate this option, a return label is automatically printed with the shipping label. Your customers will be able to return packages to you without any further contact with you by using the enclosed return label.

In the Address box, type your shop address. The module is from version 2.x suitable for shops in Germany and Austria, for versions under 2, only shops in Germany are supported.

Enter your bank details in the "Bank details" field.

Account owner
Max. 30 characters

Bank name
Max. 30 characters

IBAN
Max. 34 characters

BIC
Max. 11 characters

Note
Max. 35 characters. Use [order_reference_number] in note for adding Order ID or Order Referen
"Bestellnummer [order_reference_number]" will add "Bestellnummer KHWLILZLL" in note.

Handling of orders and labels

Go to your order list under orders> orders. You can create labels for individual orders or for multiple orders. To create labels for multiple orders, select several orders.
Scroll to the bottom of the list and click on the button "generate DHL labels".

It opens a list of the selected orders. You have the possibilities to make settings for the various orders. You can enter vendor and package dimensions.

- Click Additional Services to open a drop-down menu with various options for that particular order. The available options can depend on the corresponding delivery service (Germany, EU-inner country, EU-foreign countries).
- Visual age check: An age check (16+ or 18+ years) is carried out during parcel delivery. Additional costs may apply.
- Cash on delivery: This is also paid for the parcel delivery. Additional costs may apply. When you choose this option, you have the option of requesting additional payment from the customer for the possibility of cash on delivery.
- Additional insurance: Packages exceeding the 500 Euro liability limit can be insured by supplementary insurance. Additional costs may apply. When you choose this option, you have the option of receiving additional payment from the customer in compensation for the additional insurance costs.
- GoGreen: For additional costs you can send the packages via "GoGreen". It is ensured that the CO2 emissions caused by the shipment are compensated.

Service for package return ☐

After the delivery of DHL Parcel same day, we provide the return of your reusable parcel at your return address. Individual extra charge in addition to the price of a parcel.

Notice Of Non Deliverability ☐

Visual age check   [---- ▼]

With the service visual check of age you can order in an uncomplicated and convenient way that your items are not handed over to children or minors. Extra charge in addition to the price of a parcel.

Cash On Delivery ☐

Safety especially in regard to customers who placed their first order and discretion of payment handling - transaction will not show up in bank account statement of the recipient - enabled by reliable payment during parcel handing over. Extra charge in addition to the price of a parcel.

Additional Insurance ☐

The service provides that your parcels are protected, even if they exceed the liability limit of EUR 500. The additional insurance service offers you sufficient protection up to EUR 2,500 (additional insurance A) or EUR 25,000 (additional insurance B). Therefore you can avoid financial loss or damage. Extra charge in addition to the price of a parcel.

Bulky Goods ☐

Ident check ☐

With the service Ident-Check you order that your parcels are only delivered to the recipient in person after the identity and - where applicable - the age have been checked against the identity card. Extra charge in addition to the price of a parcel.

GoGreen ☐

You will make a sustainable contribution towards climate protection by offsetting the CO2 e-emissions generated during the transportation of your items. Extra charge in addition to the price of a parcel.

Personally ☐

No Neighbour Delivery ☐

With the service no neighbour delivery you can exclude an alternative delivery to the neighbour in case the recipient is not available during delivery. Extra charge in addition to the price of a parcel.

Named Person Only ☐

With the service named person only you order that your parcels are only delivered to the recipient in person or to an authorized person. Extra charge in addition to the price of a parcel.

Preferred location

0 / 100

This addressing version enables your customers to receive parcels round the clock, even if nobody sits at home. No extra charge.

Preferred neighbour

0 / 100

If the customer is not at home on the day of delivery, the parcels are left with the preferred neighbour. No extra charge.

Preferred day

0 / 100

Your parcel is delivered on the desired day that you specified in advance. Extra charge in addition to the price of a parcel.

Preferred time   [---- ▼]

With the service preferred time your customers can select one of the two-hour time frames for the delivery of your items – nationwide in Germany. Extra charge in addition to the price of a parcel.

Customs duty

For orders sent worldwide outside the EU, there is also the "Export Documents" drop-down menu.

This menu is intended for the detection of customs.

Fill it in with the appropriate data for customs.

Then click Generate label and an export document is created together with the shipping label.

This can also be attached to the package to indicate the customs value and type of content.

This facilitates the customs clearance of parcels.

After you have made all settings, click Generate labels or PRINT LAST LABELS.

Error messages:

When generating the labels error messages may occur.

These errors relate in most cases the address. The erroneous orders outlined in red. Click in the affected orders to "update delivery adress".

The most common problem is that the road and the house number are set in a field as they are requested by DHL in individual fields. Insert the house number manually in the appropriate field.

After successful creation of labels, you get reports of success.
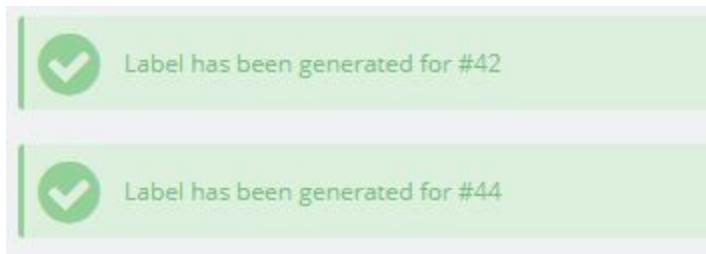
Creating labels for individual orders works in the same way. Just click only on the desired order.
After you create the labels you can print it.
After the first label is generated for an order the tracking number will be shown and also sent to the customer.
Also there is possibility to generate more labels, retour label. Furthermore labels can be deleted.
The retour label will be sent to your customer via email. Depending on the settings, your customer can autonomously generate a return receipt, without any further action on your part.

Shipment number: 222253010000038039

[PRINT LABEL] [Generate new label]

[Do manifest] [Delete label] [Q Tracking]

Generated labels can be downloaded as a PDF document:

Front-End

If you have the delivery to packing stations and post offices enabled, your customer can choose whether he wants to have delivered the order to a regular address or a packing station or a post office.

With the ZIP specified by the customer packing stations or post offices are searched. Your customer can choose, in which the packing station or post office, he would have delivered the package.

When selecting a packing station or post office, a search box will appear.
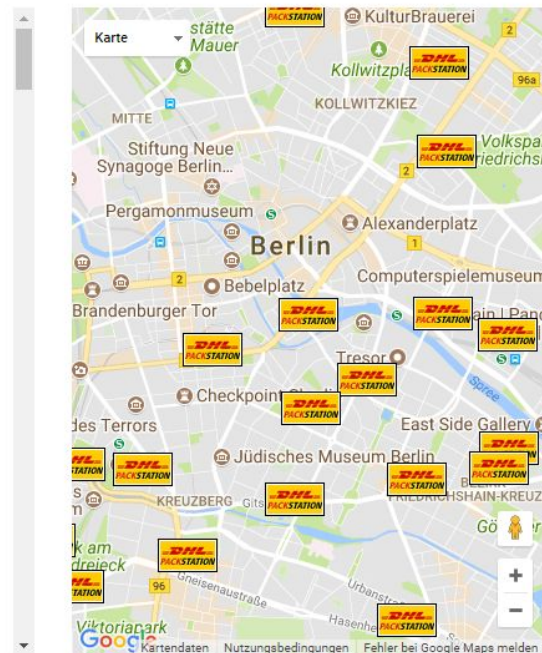
In his order summary, your customer can request a return.

	Artikel-Nr.	Artikel	Menge	Stückpreis	Gesamtpreis
☐	demo_2	Blouse - Size : S, Color : Black	1	32,13 €	32,13 €
Artikel (inkl. MwSt.)		32,13 €			
Versand- und Bearbeitungskosten (inkl. MwSt.)		4,50 €			
Gesamt		36,63 €			

WARENRÜCKSENDUNG

Welche Artikel möchten Sie zurücksenden? Welches sind Ihre Gründe?

Rücksendung anlegen >

Tracking URL

The tracking URL is:

http://nolp.dhl.de/nextt-online-public/track.do?idc=@&lang=de

Please enter the link under Shipping Services -> General Settings -> Tracking URL