DHL Versenden: Shipping for DHL Business Customers

The module *DHL Versenden* (Ship) for Magento® enables merchants with a DHL Business Account to create shipments via the DHL Business Customer API (webservice) and retrieve shipping labels. The extension also allows booking additional services and creating the customs declaration for international shipping.

End user documentation

1 Requirements

The following requirements must be met for the smooth operation of the module:

1.1 Magento®

The following Magento® versions are supported:

- Community Edition 1.9
- Community Edition 1.8
- Community Edition 1.7

1.2 PHP

These PHP versions are supported:

- PHP 7.0
- PHP 5.6
- PHP 5.5

To connect to the API (webservice), the PHP SOAP extension must be installed and enabled on the web server.

2   Hints for using the module

2.1   Shipping origin and currency

This extension is intended for merchants located in Germany or Austria. Make sure the shipment origin address (your shop address) is correct in the three configuration sections mentioned in Module configuration.

The base currency of the installation is assumed to be Euro. There is no conversion from other currencies.

2.2   Language support

The module supports the locales `en_US` and `de_DE`. The translations are stored in CSV translation files and can therefore be modified by third-party modules.

3 Installation and configuration

This section explains how to install and configure the module.

3.1 Installation

Install the module's files according to your preferred setup / deployment strategy. Refresh the configuration cache to apply the changes.

When the module is first executed, this new address attribute is created in your system:

- `dhl_versenden_info`

The attribute is added in the following tables:

- `sales_flat_quote_address`
- `sales_flat_order_address`

3.2 Module configuration

There are three configuration sections which are relevant for creating shipments:

```
System → Configuration → General → General → Store-Information
System → Configuration → Sales → Shipping Settings → Origin
System → Configuration → Sales → Shipping Methods → DHL Versenden
```

Make sure that the following required fields in the sections *Store Information* and *Origin* are filled in completely:

- Store Information
    - Store Name
    - Store Contact Telephone
- Origin
    - Country
    - Region / State
    - ZIP / Postal Code
    - City
    - Street Address

Next, the configuration sections for the DHL module are explained.

> ### *Note*
>
> The sections *Shipping Methods → DHL* and *Shipping Methods → DHL (deprecated)* are core parts of Magento® which connect to the webservice of DHL USA only. They are not relevant for DHL Business Shipping (Versenden) in Germany or Austria. Do not enable those sections if you are using *DHL Versenden*!

3.2.1 General Settings

In the configuration section *General Settings* you can choose if you want to run the module in *Sandbox Mode* to test the integration, or in production mode.

You can also configure the logging. If the logging is enabled here and in *System → Configuration → Advanced → Developer → Log Settings*, the DHL webservice messages will be recorded in the file `var/log/dhl_versenden.log`. You can choose between three log levels:

- `Error` records communication errors between the shop and the DHL webservice.
- `Warning` records communication errors and also errors related to the message content (e.g. address validation failed, invalid services selected).
- `Debug` records all errors, messages, and transferred content.

> ### *Note*
>
> Make sure to clear or rotate the log files regularly.

3.2.2 Account Data

The section *Account Data* holds your access credentials for the DHL webservice which are required for production mode. Customers with a DHL contract will get this information directly from the DHL team (Vertrieb DHL Paket).

A detailed tutorial for configuring the Participation Numbers (Teilnahmenummern) can be found in this article in the Knowledge Base.

3.2.3 Shipment Orders

In the section *Shipment Orders*, the configuration for creating shipments via the DHL webservice is made.

- *Print only if codeable*: If this is enabled, only shipments with perfectly valid addresses will be accepted by DHL. Otherwise, DHL will reject the shipment and issue an error message. If this option is disabled, DHL will attempt to correct an invalid address automatically, which results in an additional charge (Nachcodierungsentgelt). If the address cannot be corrected, DHL will still reject the shipment.
- *Weight Unit*: Select if the product weights in your catalog are stored in gram or kilogram. If necessary, the weight will be converted to kilogram during transmission to DHL.
- *Shipping Methods for DHL Versenden*: Select which shipping methods should be linked to DHL Versenden. For shipping methods that are selected here, the available DHL services will be displayed in the checkout, and DHL labels will be created when creating the Magento® shipment.
- *Cash On Delivery payment methods for DHL Versenden*: Select which payment methods should be treated as Cash On Delivery (COD) payment methods. If one of these payment methods is used, a Cash On Delivery label will be created.

3.2.4 Additional Services In Checkout

In the configuration section *Additional Services In Checkout* you can choose which additional DHL services you want to offer to your customers.

- *Enable Preferred Location*: The customer selects an alternative location where the shipment can be placed in case they are not at home.

- *Enable Preferred Neighbor*: The customer selects an alternative address in the neighborhood for the shipment in case they are not at home.

- *Enable Parcel announcement*: The customer gets notified by email about the status of the shipment. Select one of the following options:

    - *Yes*: The service will be booked.

    - *Optional*: The customer decides in the checkout if the service should be booked.

    - *No*: The service will not be booked.

- *Enable Preferred Day*: The customer chooses a specific day on which the shipment should arrive.

- *Enable Preferred Time*: The customer chooses a time frame within which the shipment should arrive.

- *Preferred day / time handling additional charge (handling fee)*: This amount will be added to the shipping cost if the service is used. Use a decimal point, not comma. The gross amount must be entered here (incl. VAT). If you want to offer the service for free, enter a `0` here.

- *Preferred day / time handling fee text*: This text will be displayed to the customer in the checkout if the service has been selected. You can use the placeholder `$1` in the text which will show the additional handling fee and currency in the checkout.

Important: The services *Preferred Day* and *Preferred Time* are **enabled by default!** Therefore the standard DHL handling fees will be added to the shipping cost.

- *Cut off time*: This sets the time up to which new orders will be dispatched on the same day. Orders placed *after* the cut off time will not be dispatched on the same day. The earliest possible preferred day will then be postponed by one day.

Additional cost for Preferred Day / Preferred Time

When using the shipping method *Free Shipping* the additional handling fees will always be ignored!

If you want to use the shipping method *Table Rates* and set a threshold for free shipping, we recommend setting up a Shopping Cart Price Rule for this. By using this shipping method the additional fees for DHL services will be included.

Cut off time

For this feature the server time of your system is important. To make sure the time threshold works as expected, the server time needs to be set correctly. Check if there are any offsets due to daylight saving time or differing time zones. Adjust the cut off time setting to compensate this, if needed.

3.2.5 Automatic Shipment Creation

The section *Automatic Shipment Creation* lets you choose if shipments should be created and package labels retrieved automatically (via Cronjob).

The setting *Notify Customer* allows to have the shipment confirmation email sent to the customer if the shipment was created successfully.

You can also configure which *order status* an order must have to be processed automatically. You can use this to exclude specific orders from being processed automatically.

Also, the *additional services* which should be booked automatically can be chosen here.

3.2.6 Contact Data

In the section *Contact Data* you configure the shipper (sender) data which should be used when creating shipments with DHL.

3.2.7 Bank Data

In the section *Bank Data* you configure the bank account to be used for Cash On Delivery (COD) shipments with DHL. The Cash On Delivery amount from the customer will be transferred to this bank account.

Please note that you might also have to store the bank data in your DHL account. Usually, this can be done through the DHL Business Customer Portal (Geschäftskundenportal).

3.2.8 Return Shipment

In the section *Return Shipment* you configure the receiver address to be printed on the Return Label, if that service was booked.

4 Workflow and features

4.1 Creating an order

The following section describes how the extension integrates itself into the order process.

4.1.1 Checkout

In the module configuration the shipping methods have been selected for which DHL shipments and labels should be created. If the customer now selects one of those shipping methods in the checkout, the configured additional services are offered.

In the checkout step *Payment information* the Cash On Delivery payment methods will be disabled if Cash On Delivery is not available for the selected delivery address.

The customer can click on the link "*Or as an alternative choose a shipment to a Parcelstation or a Post Office*". This will lead the customer back to the checkout step *Shipping address* to select a DHL location as shipping address, if desired.

If the module DHL Locationfinder is installed, the customer can use it to easily find nearby DHL pickup locations.

4.1.2 Admin Order

When creating orders via the Admin Panel, no additional DHL services can be booked while placing the order. However, it is possible to select services later when creating the shipment.

The Cash On Delivery payment methods will be disabled if Cash On Delivery is not available for the delivery address (same behaviour as in the checkout).

4.1.3 DHL Locationfinder (Packing Stations, Post Offices, Parcel Stations)

The extension *DHL Versenden* only offers limited support for DHL delivery addresses in the checkout:

- The format *Packstation 123* in the field *Street* will be recognized.
- The format *Postfiliale 123* in the field *Street* will be recognized.
- A numerical value in the field *Company* will be recognized as Post Number.

A more comprehensive support for creating shipments to DHL addresses via the DHL webservice is offered by the separate extension DHL Locationfinder:

- Interactive map for selecting the DHL delivery address
- Separate fields for DHL data (e.g. post number)
- Validation of customer input
- Support for Parcel Stations (Paketshops)

4.2 Creating a shipment

The following section explains how to create a shipment for an order and how to retrieve the shipping label.

4.2.1 National shipments

In the Admin Panel, select an order whose shipping method is linked to DHL (see Module configuration, section *Shipping Methods for DHL Versenden*). Then click the button *Ship* on the top right of the page.
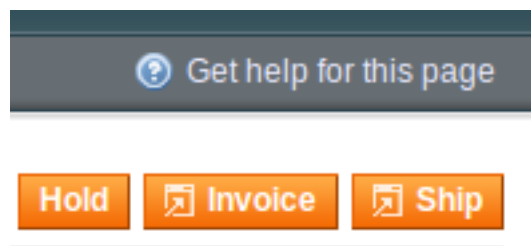
You will get to the page *New shipment for order*. Activate the checkbox *Create shipping label* and click the button *Submit shipment....*

![DHL logo]
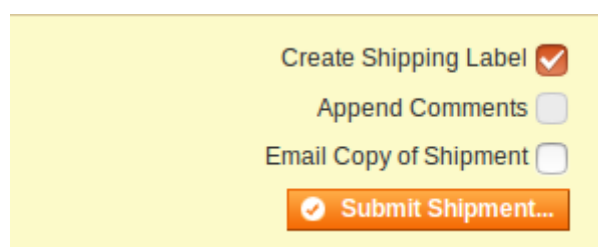
Now a popup window for selecting the articles in the package will be opened. Click the button *Add products*, select the products, and confirm by clicking *Add selected product(s) to package*. The package dimensions are optional.

> ### *Multipack shipments*
>
> Splitting the products / items into multiple packages is currently not supported by the DHL webservice. As an alternative, you can create several shipments for one order (partial shipment), see also this tutorial.

The button *OK* in the popup window is now enabled. When clicking it, the shipment will be transmitted to DHL and (if the transmission was successful) a shipping label will be retrieved. If there was an error, the message from the DHL webservice will be displayed, and you can correct the data accordingly, see also Troubleshooting.

4.2.2 International shipments

For shipments to addresses outside of the EU, additional fields will be displayed in the popup window to define the articles in the package. To get the necessary customs declaration, you have to enter at least the customs tariff number and the content type.

Everything else is the same as described in the section National shipments.

4.2.3 Service selection

Aside from the services that can be selected by the customer in the checkout, there are other services available for merchants in the DHL Business Portal (Geschäftskundenportal). The available services for the current delivery address are shown in the popup window for selecting the shipment articles.

The services selected by the customer in the checkout will already be selected here. Also, the service *Address validation* (Print only if codeable) will be selected if enabled in the general Module configuration.

4.2.4 Mass action

National and EU shipments and labels can be created using a mass action in the order grid:

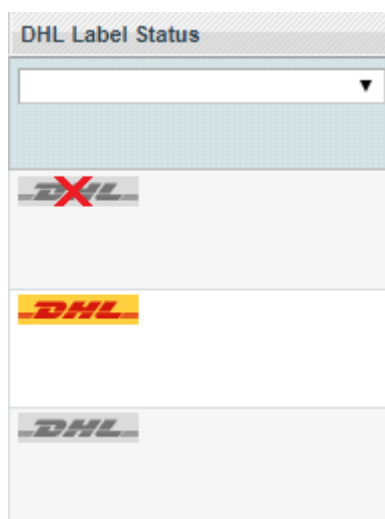• Sales → Orders → Mass action *Create Shipping Labels*

This allows creating basic shipping labels with no further user interaction. The following things apply:

• All order items will be added to the shipment.

• The DHL services selected during checkout will be booked.

• Additional services which are selected in the *Automatic Shipment Creation* section of the Module configuration will be added.

4.3 Shipment overview

For orders that are processed by DHL, the order list will show DHL icons which indicate the shipment status.

• **Crossed-out icon**: error during label creation, see Troubleshooting.

• **Yellow icon**: transmission ok, label successfully created.

• **Gray icon**: transmission to DHL not executed yet.

4.4 Printing a shipping label

The successfully retrieved shipping labels can be opened in several locations of the Admin Panel:

- Sales → Orders → Mass action *Print shipping labels*
- Sales → Shipments → Mass action *Print shipping labels*
- Detail page of a shipment → Button *Print shipping label*

Please note that this will not transmit *new* shipments to DHL, but only show the DHL labels which are already stored in Magento®.

To create *new* DHL shipments and labels, please follow the instructions in the section Mass action.

4.5 Canceling a shipment

As long as a shipment has not been manifested, it can be canceled via the DHL webservice. In the Admin Panel, open the detail page of a shipment and click the link *Delete* in the box *Shipping and tracking information* next to the tracking number.

If the shipment was canceled successfully, the tracking number and the shipping label will be deleted from the system.

4.6 Automatic shipment creation

The process for creating shipments manually can be too time-consuming or cumbersome for merchants with a high shipment volume. To make this easier, you can automate the process for creating shipments and transmitting them to DHL. Enable the automatic shipment creation in the Module configuration and select which services should be booked by default (in addition to those selected by the customer in the checkout).

> **Note**
>
> The automatic shipment creation requires setting up Cron Jobs.
>
> ```
> # m h dom mon dow user command
> */15 * * * * /bin/sh /absolute/path/to/magento/cron.sh
> ```

Every 15 minutes the DHL extension will collect all orders which are ready for shipping (according to the configuration), create shipments, and transmit them to DHL. The automatic mode will not include shipments that require customs declarations.

If you want to change the timing for the automatic shipment creation, or you need a better monitoring of the execution, you can install the extension Aoe_Scheduler.

4.7 Troubleshooting

During the transmission of shipments to DHL, errors can occur. These are often caused by an invalid address or an invalid combination of additional services.

When creating shipments manually, the error message will be directly visible. Errors that occur during automatic shipment creation will be logged as order comments. If the logging is enabled in the module configuration, you can also check the shipments in the module's log file.

> ### *Note*
>
> When using the automatic shipment creation, make sure to regularly check the status of your orders to prevent the repeated transmission of invalid shipment requests to DHL.

Erroneous shipment requests can be corrected as follows:

- In the popup window for selecting the package articles, you can disable invalid additional services.

- In the popup window for selecting the package articles, you can disable the address validation. DHL will then attempt to correct an invalid address, which will result in an additional charge.

- On the detail page of the order or shipment, you can edit the receiver address and correct any errors. Use the link *Edit* in the box *Shipping address*.

Shipping Address	Edit
Frau Sherrie Rohde	
Magento, Inc.	
10441 Jefferson Blvd.	
Suite 200	
Culver City, California, 90232	
United States	
T: (800)	

On this page, you can edit the address fields in the upper part, and the special fields for DHL shipping in the lower part:

- Street, House number, and address addition

- Packstation number

- Postfilial number (Post office)

- Parcel shop number

Street Address *	10441 Jefferson Blvd.
	Suite 200
City *	Culver City
Country *	United States ▾
State/Province *	California ▾
Zip/Postal Code *	90232
Telephone *	(800)
Fax	
VAT number	

Street Name	Jefferson Blvd.
House number	10441
Address Addition	Suite 200

Packstation Number	

Afterwards, save the address. If the error has been corrected, you can retry Creating a shipment.

If a shipment has already been transmitted successfully via the webservice, but you want to make changes afterwards, please cancel the shipment first as described in the section Canceling a shipment. Then click *Create shipping label...* inside the same box *Shipping and tracking information*. From here on, the process is the same as described in Creating a shipment.

5 Uninstalling or disabling the module

To *uninstall* the module, follow these steps:

1. Delete all module files from your file system

2. Remove the address attributes mentioned in the section Installation

3. Remove the module entry `dhl_versenden_setup` from the table `core_resource`.

4. Remove all module entries `carriers/dhlversenden/*` from the table `core_config_data`.

5. Flush the cache afterwards.

In case you only want to *disable* the module without uninstalling it, set the node `active` in the file `app/etc/modules/Dhl_Versenden.xml` from **true** to **false**.

6 Technical support

In case of questions or problems, please have a look at the Support Portal (FAQ) first:
http://dhl.support.netresearch.de/

If the problem cannot be resolved, you can contact the support team via the Support Portal or by sending an email to dhl.support@netresearch.de