



DHL Versenden: Shipping for DHL Business Customers

The module *DHL Versenden* (Shipping) for OpenMage enables merchants with a DHL Business Account to create shipments via the DHL Parcel DE REST API and retrieve shipping labels. The extension also allows booking additional services and creating the customs declaration for international shipping.

This document covers the **installation, configuration, and usage of the module in OpenMage**.



End user documentation

1 Requirements	4
1.1 OpenMage	4
1.2 PHP	4
2 Hints for using the module	4
2.1 Shipping origin and currency	4
2.2 Language support	4
2.3 Data protection	4
3 Installation and configuration	6
3.1 Installation	6
3.2 Module configuration	6
3.2.1 General Settings	7
3.2.2 Account Data	7
3.2.3 Shipment Orders	8
3.2.4 Additional Services In Checkout	9
3.2.5 Automatic Shipment Creation	11
3.2.6 Shipment Defaults	11
3.2.7 Contact Data	11
3.2.8 Bank Data	12
3.2.9 Return Shipment	12
3.3 Booking additional services	13
3.4 Additional costs for services	13
4 Workflow and features	13
4.1 Creating an order	13
4.1.1 Checkout	13
4.1.2 Admin Order	15
4.1.3 DHL Locationfinder (Packing Stations, Post Offices, Parcel Stations)	15
4.2 Creating a shipment	15
4.2.1 National shipments	15
4.2.2 International shipments	16
4.2.3 Shipping Product	17
4.2.4 Service selection	17
4.2.5 Mass action	20
4.3 Shipment overview	20
4.4 Printing a shipping label	21
4.5 Printing a return slip	21
4.6 Canceling a shipment	21
4.7 Automatic shipment creation	22
4.8 Troubleshooting	23



4.8.1	Shipment creation	23
4.8.2	Additional DHL services	24
5	Uninstalling or disabling the module	25
6	Technical support	25



1 Requirements

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

1.1 OpenMage

The following OpenMage versions are supported:

- OpenMage LTS >= 20.x

1.2 PHP

These PHP versions are supported:

- PHP >= 8.2

To connect to the DHL REST API, the PHP cURL 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. 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.

Austria not supported

Shipping from Austria (AT) is no longer supported.

It is possible to complete existing orders in the system, but new orders cannot be processed via DHL if shipping from Austria.

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.

2.3 Data protection

The module transmits personal data to DHL which are needed to process the shipment (names, addresses, phone numbers, email addresses, etc.). The amount of data depends on the [Module configuration](#) as well as the booked [Additional Services In Checkout](#). In particular, the recipient's email address is only transmitted to DHL when the *Automatic Parcel Announcement* service is active (see [Additional Services In Checkout](#)).

The merchant needs the agreement from the customer to process the data, e.g. via the shop's terms and conditions and / or an agreement in the checkout (OpenMage Checkout Agreements).

The data which is transmitted to the DHL Parcel DE REST API can be seen in the log var/log/dhl_versenden.log (see [General Settings](#) to enable this).



For [Additional Services In Checkout](#) (Parcel Management API), data will be logged in the file `var/log/dhl_service.log`. The amount of data logged depends on the configured log level (see [General Settings](#)).



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
- DHL Versenden (Shipping)
 - Contact data
 - Bank data

The sections *Shipping Methods → DHL* and *Shipping Methods → DHL (deprecated)* are core parts of OpenMage which connect to the webservice of DHL USA only. They are not relevant for DHL Business Shipping (Versenden) in Germany.

Do not enable those sections if you are using DHL Versenden (Shipping)!



3.2.1 General Settings

Here 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, the communication with the DHL Parcel DE REST API will be recorded in the file `var/log/dhl_versenden.log`. You can choose between three log levels:

- *Error*: Only record communication errors between the shop and the DHL REST API.
- *Warning*: Record communication errors and also errors related to the message content (e.g. address validation failed, invalid services selected).
- *Debug*: Record all errors, messages, and transferred content (label PDFs). **Recommended only for troubleshooting**.

Notes about logging

Make sure to clear or archive the log files regularly. The module does not delete the logs automatically. Personal data must only be stored as long as absolutely necessary.

Log files:

- `var/log/dhl_versenden.log` for label creation (DHL Parcel DE REST API)
- `var/log/dhl_service.log` for additional DHL services (Parcel Management API)

3.2.2 Account Data

The section *Account Data* holds your access credentials for the DHL Parcel DE REST API which are required for production mode. You will need a DHL application key (API token) for authentication. 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 REST API 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.
- *Send receiver phone number*: This controls if the buyer's phone number should be transmitted to DHL when creating the shipment. See also the notes about [Data protection](#).
- *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 OpenMage 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.
- *Print Format*: Select the label print format (e.g. A4, 910-300-700). Default: A4.



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.

Please also note the information about [Booking additional services](#) and [Additional costs for services](#).

- *Enable Drop-off Location*: The customer selects an alternative location where the shipment can be placed in case they are not at home.
- *Enable Neighbor*: The customer selects an alternative address in the neighborhood for the shipment in case they are not at home.
- *Enable Automatic Parcel Announcement*: The customer gets notified by email about the status of the shipment. The customer's email address will be transmitted to DHL for this service (note the section [Data protection](#)). Select one of the following options:
 - Yes: The service will be booked.
 - *Enable on customers choice*: The customer decides in the checkout if the service should be booked.
 - No: The service will not be booked.

The recipient's email address is only transmitted to DHL when parcel announcement is booked. When the service is disabled, no email data is sent to DHL (see also [Data protection](#)).

- *Enable delivery day*: The customer chooses a specific day on which the shipment should arrive. The available days are displayed dynamically, depending on the recipient's address.
- *delivery day 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.
- *delivery day 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.
- *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 delivery day will then be postponed by one day.

Cut off time

To make sure the time threshold works as expected, the server time needs to be set correctly. Check for any offsets due to daylight saving time or differing time zones. Adjust the cut off time setting to compensate, if needed.

- *Enable No Neighbour Delivery*: The customer can request that the shipment is not delivered to a neighbour. Select Yes to offer this service in the checkout.
- *No Neighbour Delivery 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). Enter 0 for no additional charge.
- *No Neighbour Delivery 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.



- **Enable GoGreen Plus:** The customer can book climate-neutral shipping. Select Yes to offer this service in the checkout.

Note

If default commissioning (*Standardbeauftragung*) is enabled in the DHL business customer portal, GoGreen Plus is applied automatically to all shipments regardless of this setting. This is the recommended way to enable GoGreen Plus for all orders.

- **GoGreen Plus handling additional charge (handling fee):** This amount will be added to the shipping cost if the service is used.
- **GoGreen Plus 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 for the fee amount.
- **Enable Closest Drop Point (CDP):** The customer can choose delivery to the nearest DHL drop point instead of home delivery. This service is available for eligible EU countries only (AT, BE, BG, DK, FI, FR, HU, PL, SE). When CDP is selected, the recipient's email address is automatically included in the shipment data.
- **CDP handling additional charge (handling fee):** This amount will be added to the shipping cost if the service is used.
- **CDP 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 for the fee amount.



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.

The setting *Shipping Product (Domestic)* defines the domestic default shipping product for automated shipment orders. The following products are available:

- V01PAK – DHL Paket (up to 31.5 kg)
- V62KP – DHL Kleinpaket

For international destinations, the shipping product is selected automatically based on the destination country.

3.2.6 Shipment Defaults

The *additional services* which should be booked automatically can be chosen here. The following default services can be configured:

- Visual Check of Age (A16 / A18)
- Return Shipment
- Additional Insurance
- Bulky Goods
- No Neighbour Delivery
- Named Person Only
- Signed For By Recipient
- Endorsement (Return / Abandon)
- Delivery Type (Economy / Premium / CDP)
- PDDP
- Parcel Outlet Routing (with notification email)

Note

Cash on Delivery (COD) is determined automatically from the order's payment method and cannot be configured as a shipment default. GoGreen Plus is a customer-facing checkout service only and is not available as a shipment default.

3.2.7 Contact Data

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



3.2.8 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).

3.2.9 Return Shipment

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



3.3 Booking additional services

The available services as well as delivery days depend on the actual shipping address and country. The DHL Parcel Management API is used for this during the checkout process. Unusable services will be hidden in the checkout automatically.

If the order contains articles which are not in stock, it won't be possible to book delivery day.

The services *drop-off location* and *neighbor* cannot be booked together.

3.4 Additional costs for services

The service *delivery day* is **enabled by default!** Therefore the standard DHL handling fee will be added to the shipping cost.

The services *No Neighbour Delivery*, *GoGreen Plus*, and *Closest Drop Point (CDP)* can also be configured with handling fees that are added to the shipping cost when booked during checkout (see [Additional Services In Checkout](#)).

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.

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.

The screenshot shows the 'SHIPPING METHOD' section of a checkout form. It includes a 'Flat Rate' option (Fixed €5.00) and a large yellow-highlighted area for DHL services. This area contains:

- DHL Preferred Delivery: Delivered just the way you want.**
- You decide when and where you want to receive your parcels with the recipient services of DHL.
- Please choose your preferred delivery option:
- Drop-off location:** Delivery to your preferred drop-off location e.g. garage, terrace
- Preferred neighbor:** Delivery to a neighbor of your choice name, street and house number
- Parcel Announcement:** Shipment status notifications Parcel announcement
- GoGreen Plus: Climate Neutral Shipping** GoGreen Plus

This service will incur additional shipping costs of **€0.50** including VAT.

Or choose a DHL Packstation or a branch as an alternative delivery address.

On the right side of the form, there are sections for **SHIPPING ADDRESS | CHANGE** (with recipient details like Max Mustermann, Hauptstraße 1, Berlin, Sachsen, 10115, Germany, T: 030123456), **SHIPPING METHOD**, and **PAYMENT METHOD**.



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).

Please also note the information about [Booking additional services](#).

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](#):

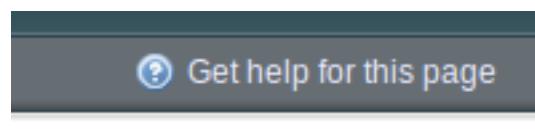
- Interactive map for selecting the DHL delivery address
- Separate fields for DHL data (e.g. post number)
- Validation of customer input
- Support for Parcel Stations (Paketshops)

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*....

<input checked="" type="checkbox"/> Create Shipping Label
<input type="checkbox"/> Append Comments
<input type="checkbox"/> Email Copy of Shipment
<input checked="" type="button"/> Submit Shipment...



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 REST API. 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 REST API 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 Shipping Product

The shipping product is selected automatically based on the destination country or can be chosen manually in the packaging popup. The following products are available:

Domestic (DE → DE):

- V01PAK – DHL Paket (up to 31.5 kg)
- V62KP – DHL Kleinpaket

International (EU + Rest of World):

- V53WPAK – DHL Paket International
- V66WPI – DHL Warenpost International

4.2.4 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 packaging popup. The available services for the current shipping product and delivery address are shown in the popup window for selecting the shipment articles.

The screenshot shows the DHL Packaging Popup window. At the top, it says "Shipping Product" and has two radio buttons: "DHL Paket National" (selected) and "DHL Kleinpaket". Below this is a "Services" section with several checkboxes:

- Return Shipment
- Additional Insurance
- Bulky Goods
- No Neighbour Delivery
- Named Person Only
- Signed For By Recipient
- GoGreen Plus
- Cash on Delivery

Next to these are three more checkboxes:

- Drop-off location
- Preferred neighbor
- Parcel Outlet Routing (selected)

A text input field contains "hans.mueller@example.com". Below the services is a "Visual Check of Age" checkbox. The bottom section is titled "Package 1" and includes fields for "Total Weight" (0.25 kg), "Length", "Width", "Height", and "cm". There are "Add Products" and "Delete Package" buttons. A table lists a product:

Product Name	Weight	Qty Ordered	Qty
Blue Horizons Bracelets	0.2500	1	1

Delete buttons for "OK" and "Cancel".

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](#).



Read-only services

Services selected by the customer during checkout (e.g. preferred location, preferred neighbour, Closest Drop Point) and payment-derived services (Cash on Delivery) appear as **disabled checkboxes** in the packaging popup. The merchant can see them but cannot change them.

Not all services are available for all shipping products. The packaging popup automatically shows only applicable services based on the selected product and route.

Delivery services:

- Additional Insurance (checkbox, insured value equals order total)
- Return Shipment (checkbox)
- Bulky Goods (checkbox)
- Visual Check of Age (A16 / A18)
- Named Person Only (checkbox)
- No Neighbour Delivery (checkbox)
- GoGreen Plus (checkbox, only available if booked by customer in checkout)

Location services:

- Parcel Outlet Routing (checkbox + email input, pre-filled from order)
- Preferred Location / Preferred Neighbour (from checkout, if selected)

International services:

- Endorsement (Return / Abandon)
- Delivery Type (Economy / Premium / CDP) — when the customer selects Closest Drop Point (CDP) in the checkout, the Delivery Type is pre-set to CDP and locked
- PDDP (checkbox, auto-enabled for CH, GB, NO, US destinations)

Payment services:

- Cash on Delivery (automatic, read-only — enabled when the order uses a COD payment method as configured in [Shipment Orders](#), hidden otherwise)

Please note that the following inputs are **not** allowed for *drop-off location* and *neighbor*:

Invalid special characters

```
< > \ ' " " + \n \r
```

Invalid data

- Paketbox
- Postfach
- Postfiliale / Postfiliale Direkt / Filiale / Filiale Direkt / Wunschfiliale
- Paketkasten
- DHL / Deutsche Post



- Packstation / P-A-C-K-S-T-A-T-I-O-N / Paketstation / Pack Station / P.A.C.K.S.T.A.T.I.O.N. / Pakcstation / Paackstation / Pakstation / Backstation / Bakstation / P A C K S T A T I O N

For shipments to DHL locations (Packstation, Post Offices, etc.) please use the appropriate address fields.



4.2.5 Mass action

Domestic 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.

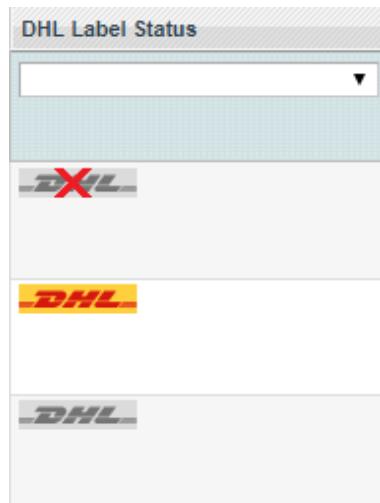
Note

The mass action only supports domestic shipments (DE → DE). EU and international shipments must be created manually via the order detail page.

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 OpenMage.

To create *new* DHL shipments and labels, please follow the instructions in the section [Mass action](#).

4.5 Printing a return slip

When shipping within Germany (DE → DE) it is possible to create a return slip together with the shipping label.

Use the option *Return shipment* when requesting a label in the packaging popup. This option is only available when the *Return Shipment* service is enabled in *Shipment Defaults*. When *GoGreen Plus* is booked for the outbound shipment, it is automatically applied to the return label as well.

To book this service, make sure the participation numbers for returns are properly configured:

- Retoure DHL Paket (DE → DE)

4.6 Canceling a shipment

As long as a shipment has not been manifested, it can be canceled via the DHL REST API. 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.

Shipping and Tracking Information			
Track this shipment			
Flat Rate - Fixed Total Shipping Charges: €5.00			
Create Shipping Label... Print Shipping Label Show Packages			
Carrier	Title	Number	Action
DHL Versenden	DHL Versenden	22222223987020000166	Delete
Custom Value			<input checked="" type="checkbox"/> Add

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



4.7 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](#). The automatic shipment creation applies the services configured in *Shipment Defaults*. If the customer selected additional services during checkout, those selections are applied on top.

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 domestic orders which are ready for shipping (according to the configuration), create shipments, and transmit them to DHL. EU and international shipments are not processed automatically and must be created manually via the order detail page.

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](#).



4.8 Troubleshooting

4.8.1 Shipment creation

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
Max Mustermann Sträßchensweg 10 Bonn, Nordrhein-Westfalen, 53113 Germany T: 022812345	

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



Prefix	<input type="text"/>
First Name *	<input type="text"/> Max
Middle Name/Initial	<input type="text"/>
Last Name *	<input type="text"/> Mustermann
Suffix	<input type="text"/>
Company	<input type="text"/>
Street Address *	<input type="text"/> Straßchenweg 10
City *	<input type="text"/> Bonn
Country *	<input type="text"/> Germany
State/Province *	<input type="text"/> Nordrhein-Westfalen
Zip/Postal Code *	<input type="text"/> 53113
Telephone *	<input type="text"/> 022812345
Fax	<input type="text"/>
VAT number	<input type="text"/>
Street Name	<input type="text"/> Straßchenweg
House number	<input type="text"/> 10
Address Addition	<input type="text"/>
Packstation Number	<input type="text"/>
Post Number	<input type="text"/>
Post Office Number	<input type="text"/>
Post Number	<input type="text"/>
Parcelisation Number	<input type="text"/>
Street Name	<input type="text"/>
House number	<input type="text"/>

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 REST API, 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](#).

4.8.2 Additional DHL services

In case of problems with [Additional Services In Checkout](#) (e.g. delivery day), error messages will be written to a separate log file. See the notes in chapter [General settings](#). The log contains information for further troubleshooting.

Also note the hints about [Booking additional services](#).



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