USER MANUAL
DHL PARCEL

Introduction

DHL offers a convenient plug-in for PrestaShop online stores. This plug-in allows you to add multiple online delivery options, which improves customer service and your online store. Research* has shown an increase in online sales when customers are offered multiple delivery options. The plug-in also allows you to print shipping labels directly in your online store, which makes shipping packages significantly easier and a lot more fun. This manual contains a step-by-step guide for installing the DHL extension for PrestaShop. If you have questions or if you need assistance, feel free to send us an email. Please note that this plug-in is only available for online stores that ship orders from the Benelux region.

* Source: Metapack

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Installing and Activating the Plug-in

Step 1: Download the PrestaShop plug-in

Retrieve the .zip file which can be used to add the DHL plug-in for PrestaShop to your webshop. This file can be found in your My DHL Parcel account by going to Settings, Integrations and clicking on the PrestaShop plug-in. Alternatively, you can go to the download page directly by following this link. This file is needed in step 3 of this manual.

Step 2: Get an activation code

Before you start using PrestaShop, you have to obtain an activation code (API Key) from My DHL Parcel. You will find this information in "Settings" (1) in My DHL Parcel in the "API Keys" tab. Then select the "Generate new API Key" (2) button to retrieve your activation codes. Make sure you save this information carefully. If you don't yet have an account for My DHL Parcel, you can create your own account on our website by following a few easy steps. If you do have My DHL Parcel account but you can't see the "Generate API Key" (2) button please send us an e-mail.
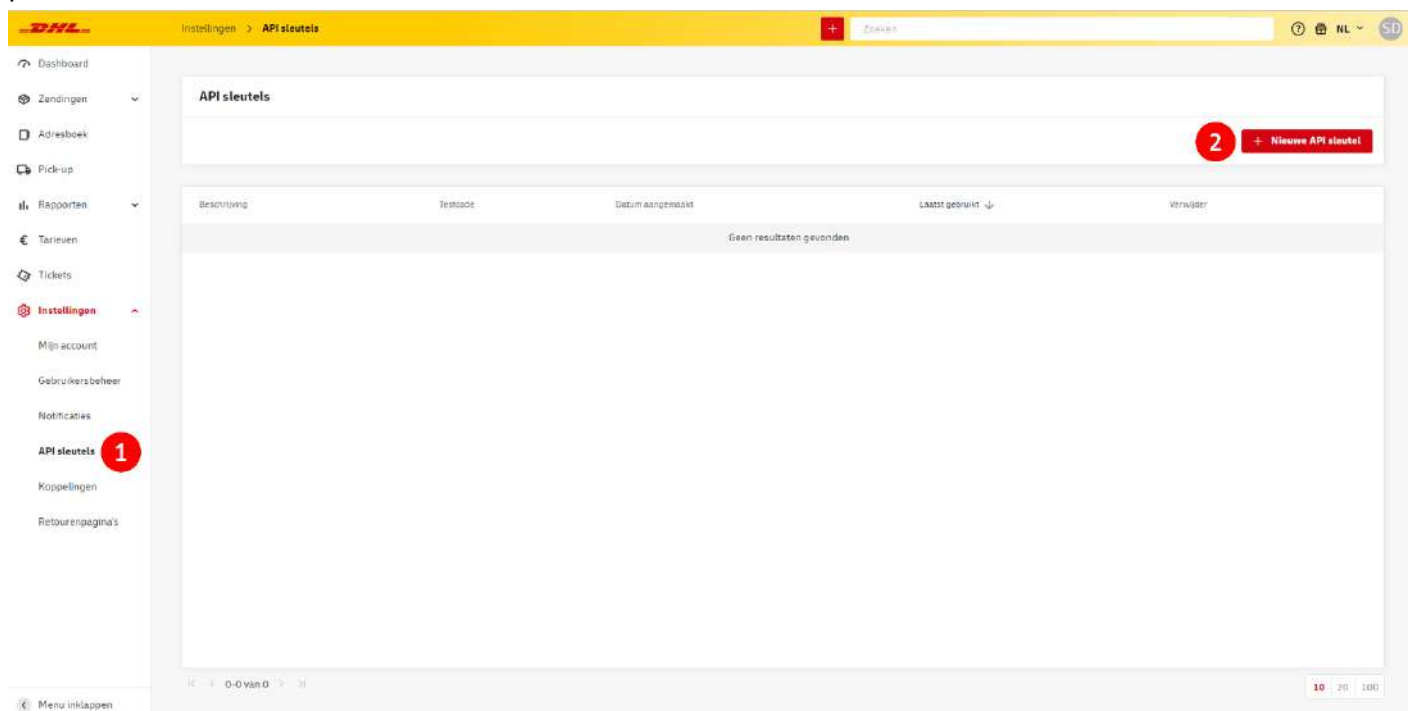
**Step 3: Install the plug-in**

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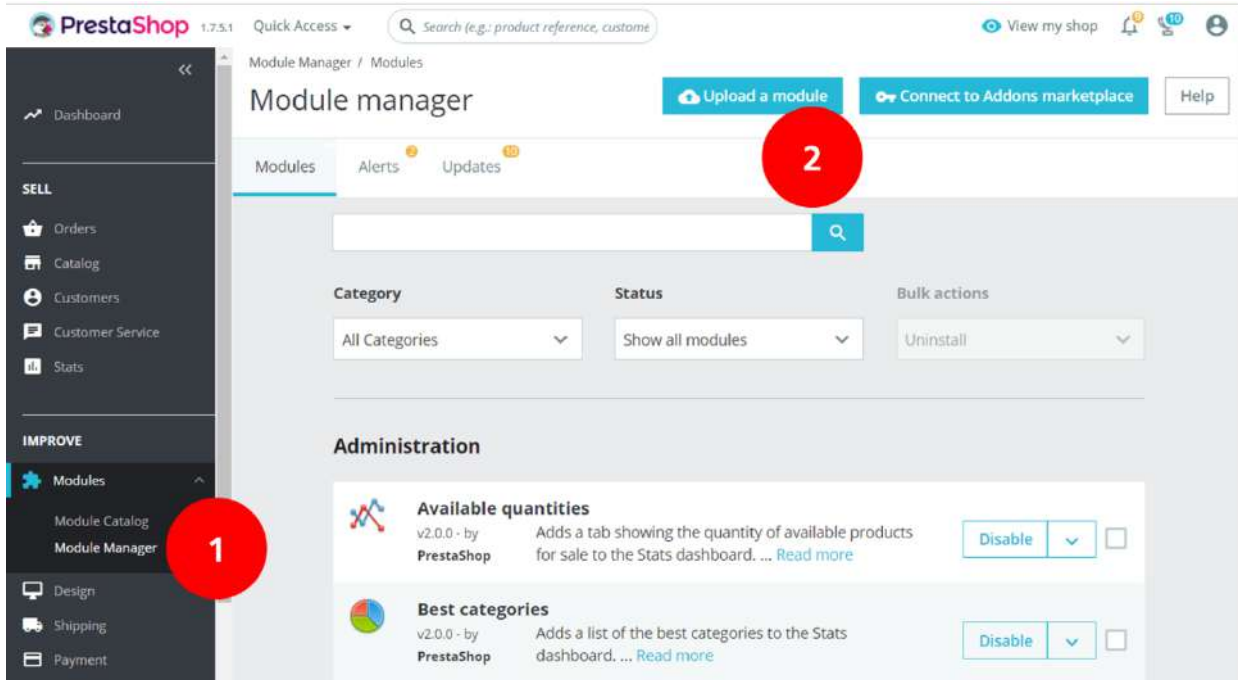

After installation, you will see the plug-in at the bottom of the screen under the heading "Other" in the Module Manager. Select "Configure" (1) to set up the link.
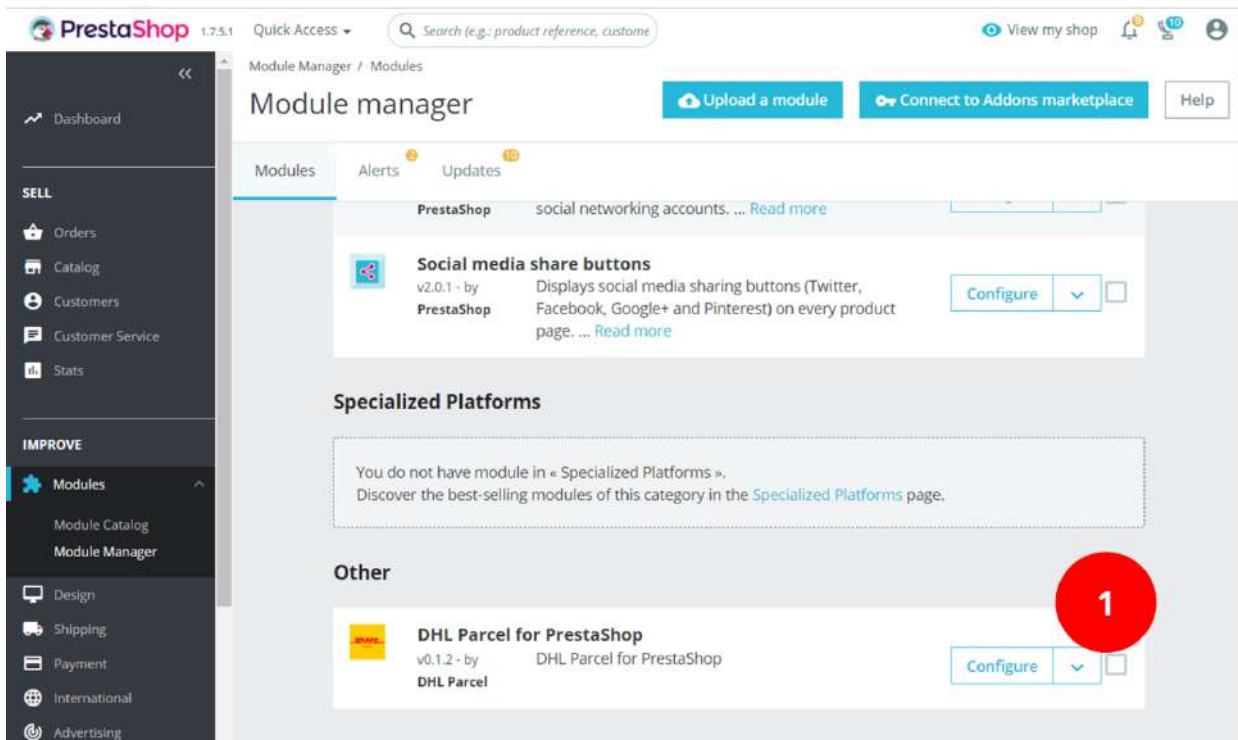
Step 4: Activate the plug-in

After you have selected "Configure" in the previous step, you will enter the "Module Manager" menu. This is where you can configure your shipping preferences and delivery options. First, activate the link by entering the API UserID (1) and API Key (2) you created in Step 1 in My DHL Parcel. Test the connection (3): If the connection is successful, the button will turn green and you can select an Account ID (4). If the button doesn't turn green, something has gone wrong. If so, please contact support for assistance.
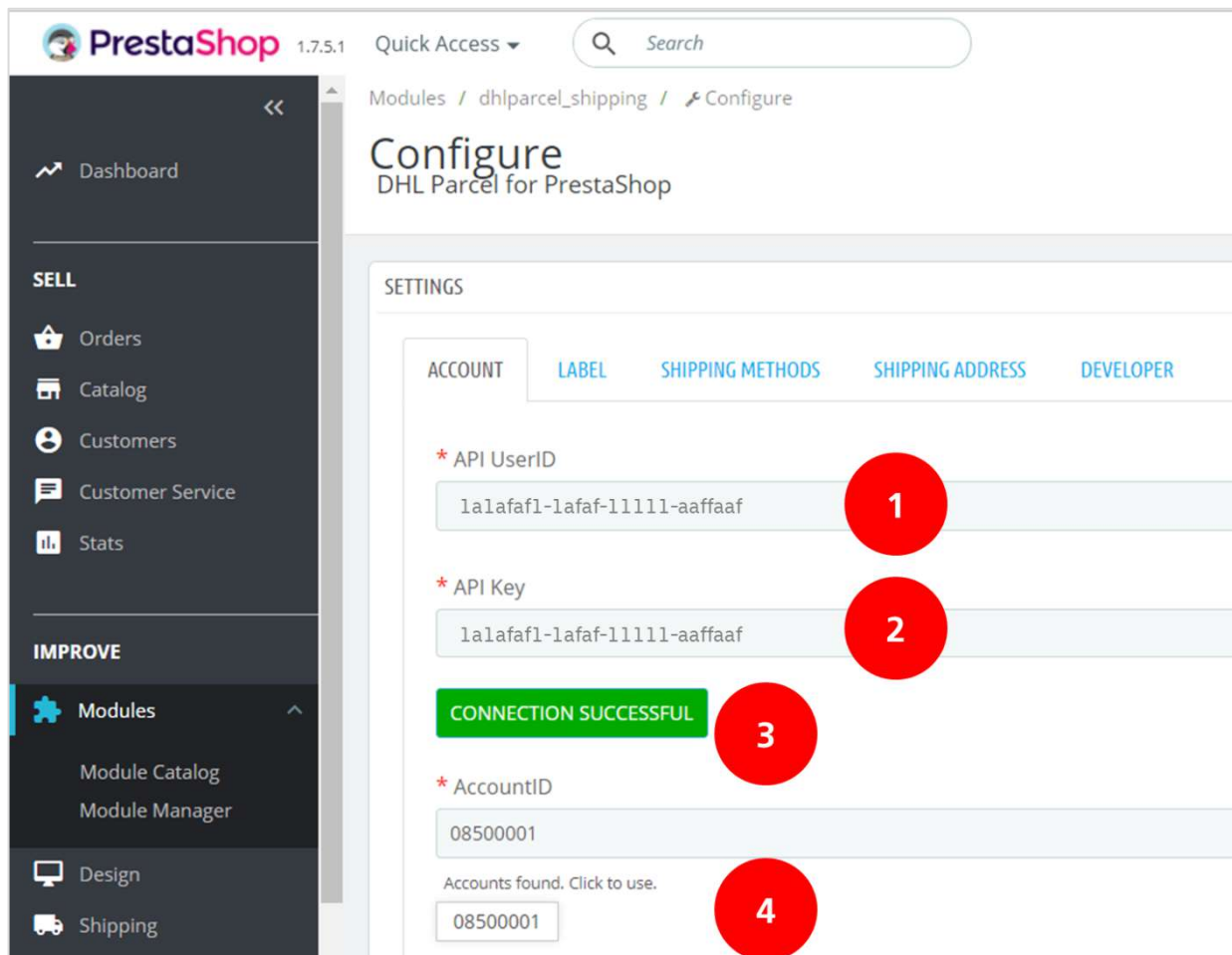
Congratulations! You have successfully installed and configured the PrestaShop plug-in. Now you can start setting up your shipping and delivery options and printing your labels. See how easy it is!

Configuring shipping and printing settings

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

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

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

SETTINGS

ACCOUNT   LABEL   SHIPPING METHODS   SHIPPING ADDRESS   DEVELOPER

* First name	PrestaShop
* Last name	DHLTester
* Company	DHL
* Postcode	3542AD
* City	Utrecht
* Street	Reactorweg
* Number	25
Addition	
* Country	Netherlands ▼
* Email	plugins@dhl.com
* Phone	1234567890

Configuring Delivery Options

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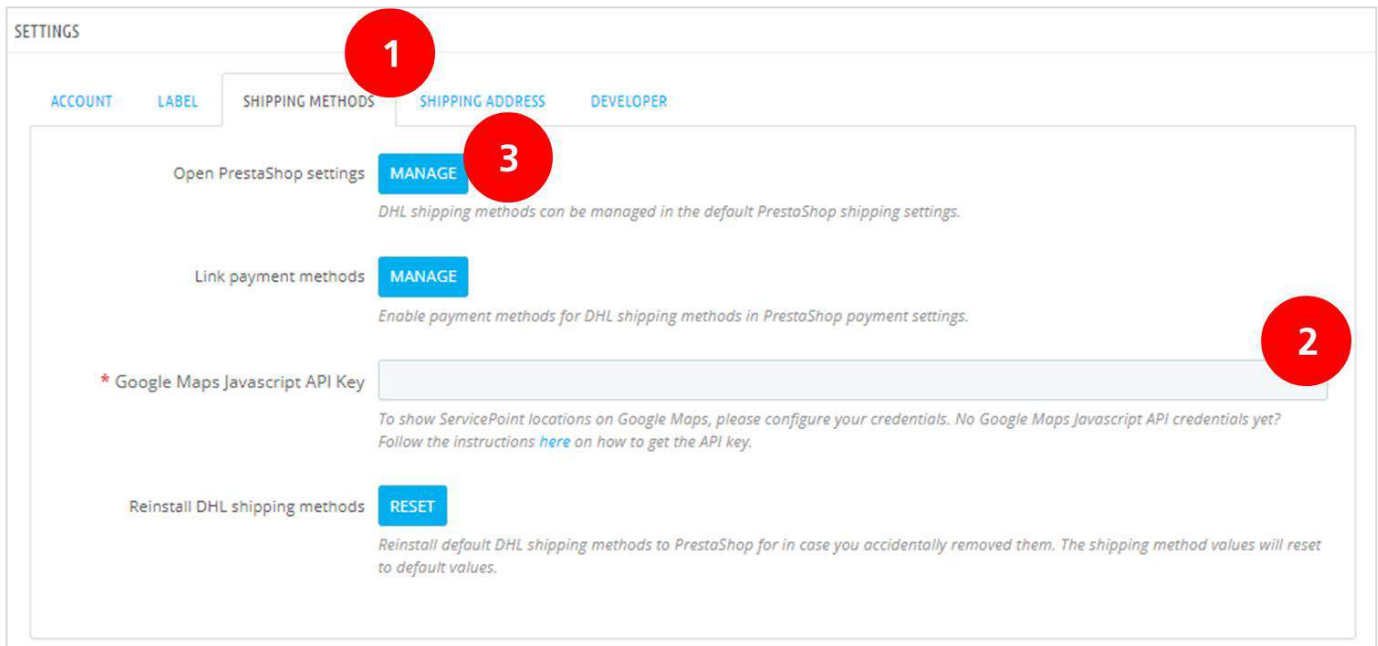

A new screen will open in PrestaShop where you can see all DHL delivery options.
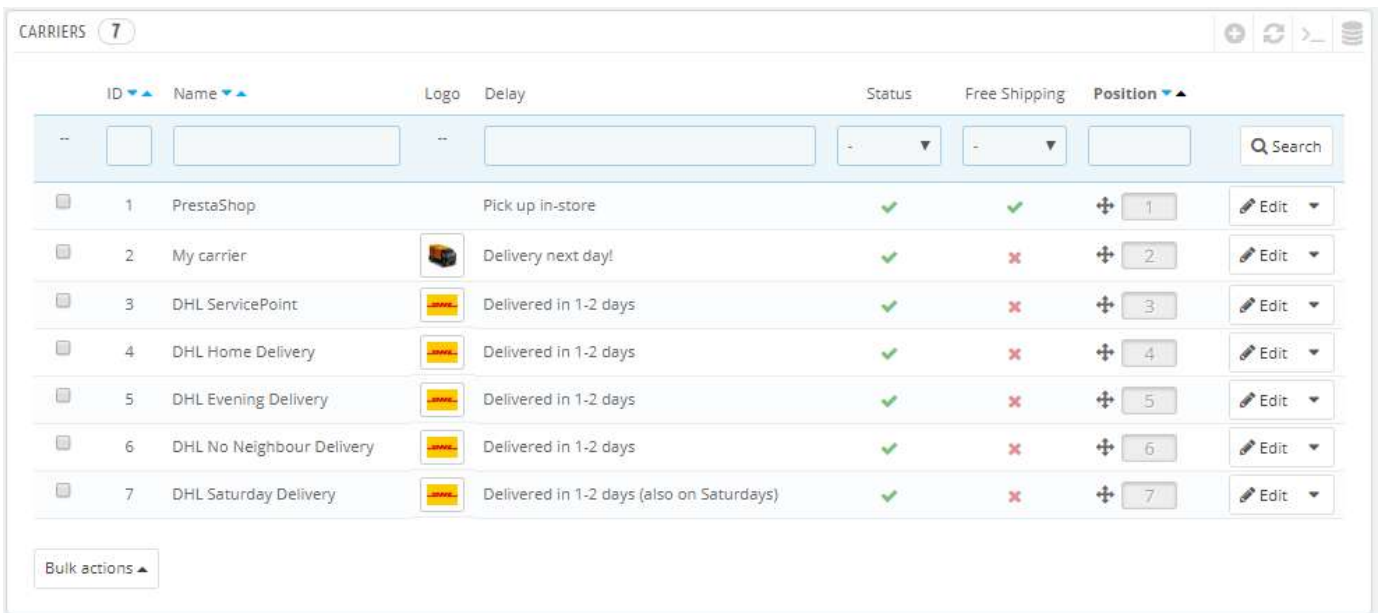
You can choose the delivery options you want to show in your online store:

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

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

If you want to remove a delivery option from the overview, select the drop-down arrow to the right of the option and select "Delete" (1)
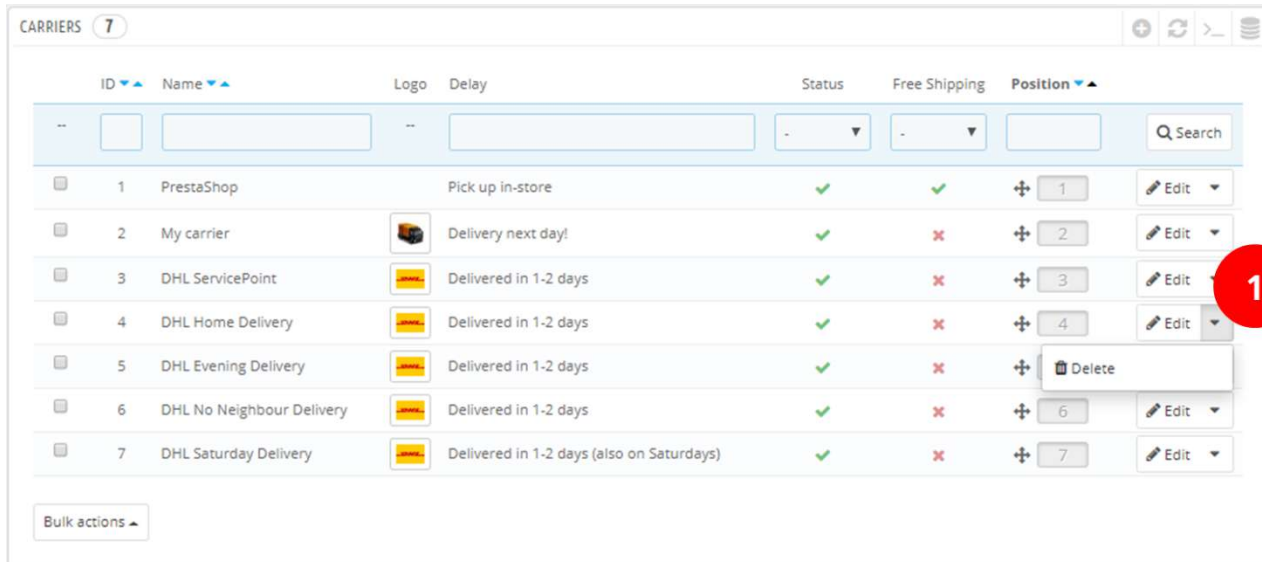
If you want to show the delivery options in a different order, drag them using the "+" icon (1)
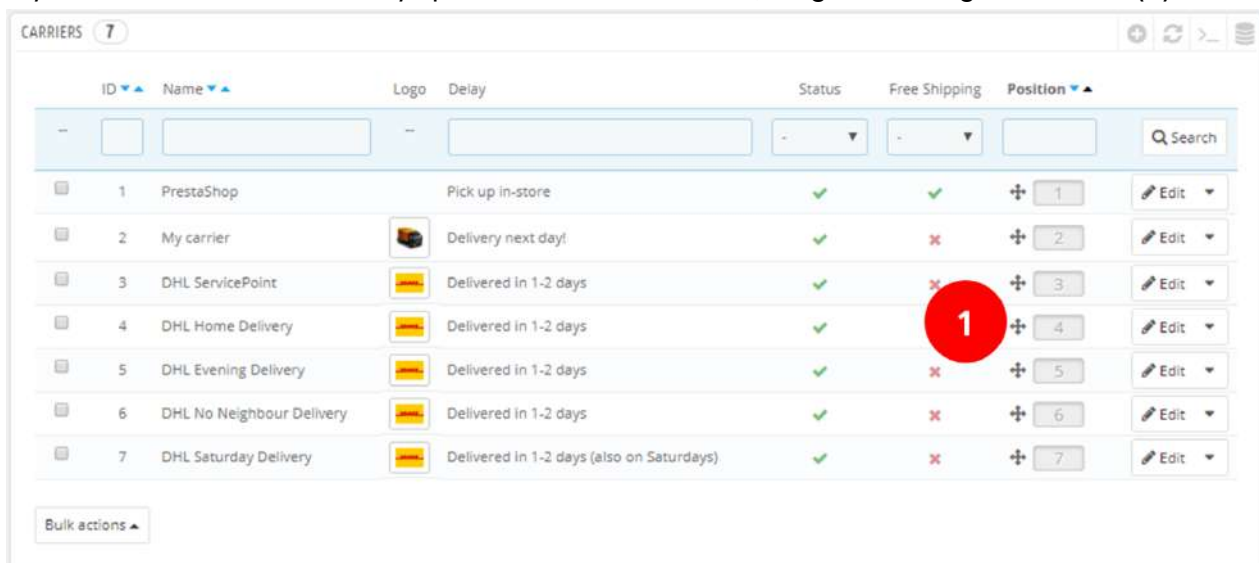
You can configure the delivery options as follows: Select the "Edit" button to set the delivery option (this example uses "DHL ServicePoint" as the delivery option). You can configure the delivery option in four steps. In the first step, you can change the DHL Logo by removing the logo in (1) and selecting a new image in (4). Enter the name of the delivery option in (2) and the delivery time in (3).

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

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

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

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

Configuring Locations

You can configure the locations for your delivery options by selecting the "Locations" (1) option in the "International" menu. You can see the countries in the "Countries" (2) menu and adjust a Zone by selecting the "Edit" button (3) to the right of the Zone. You can also add a new Zone by selecting the "plus" icon (4).
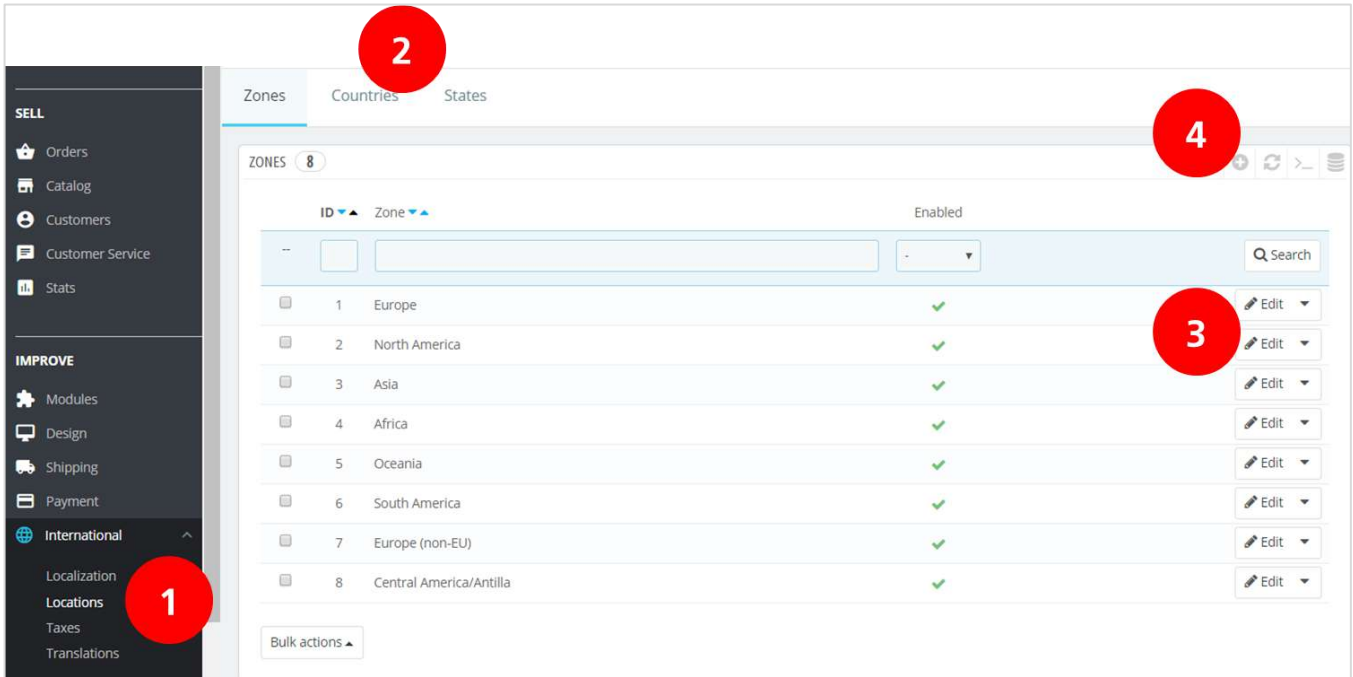
This example adds a new Zone for the Benelux. Select the "plus" icon and enter the name of the Zone: "Benelux" (1). The zone is now active (2). Save the settings (3).
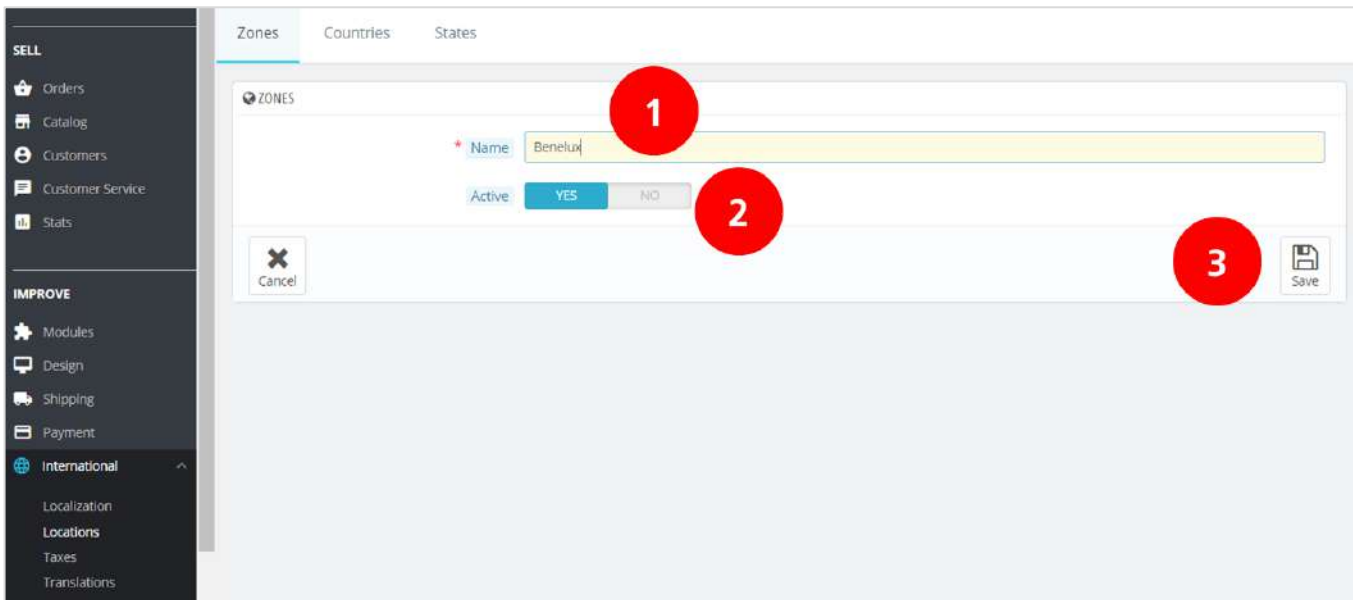
The new "Benelux" Zone is now displayed in the overview of shipping zones.

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

Add "Netherlands" to the new "Benelux" zone (1).

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

Print labels in bulk

From your order overview (1) select the orders for which you want to print the label via "bulk actions" (2). Choose the profile you want to apply for the orders. The options that your customer has selected in the check-out will automatically appear on the label.
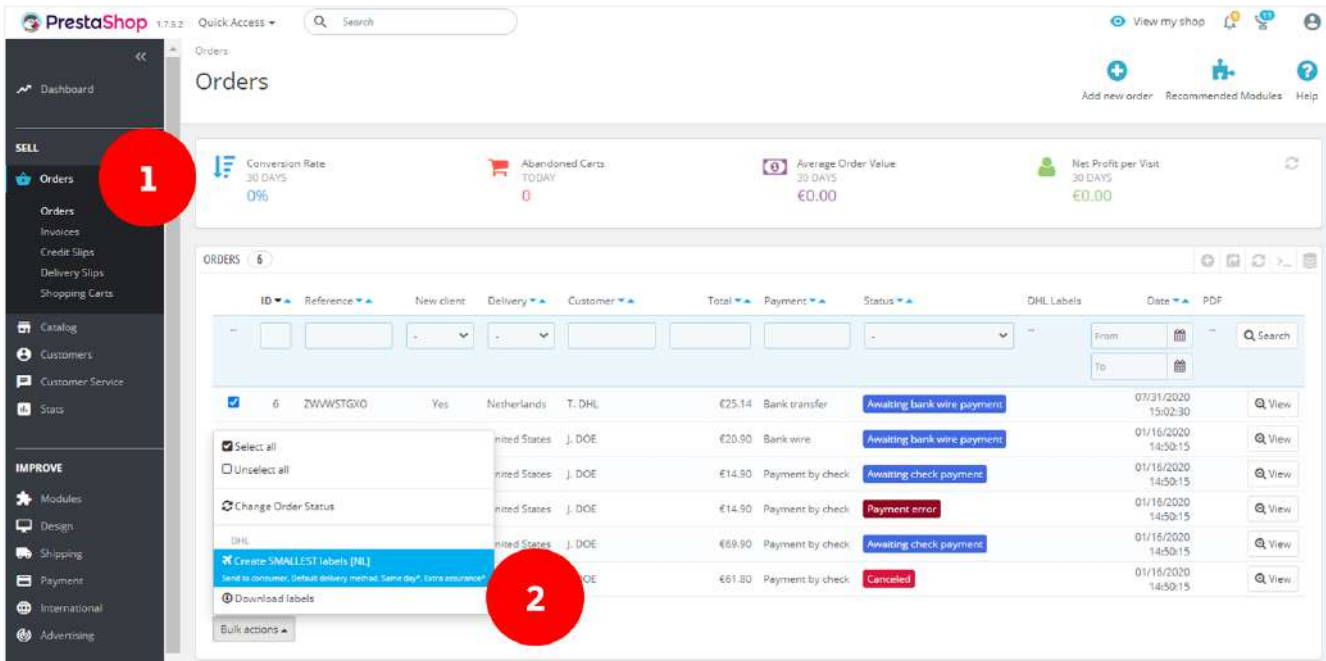
The labels then appear under the orders:
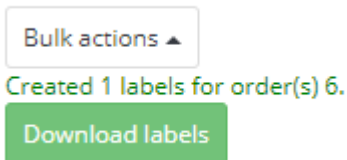
Via the button "Download labels" you open the shipping labels and you can print them directly.

Print Labels per piece

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

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

Frequently Asked Questions

If you have any questions about the PrestaShop plug-in, we would be happy to help and will do so as quickly as possible. The quickest way to find the answer to your question is to see whether it's included in the list below. If you can't find what you're looking for, please contact us by e-mail or call us at +31 (0)88 34 54 333.

Q: **Is the DHL plug-in compatible with all PrestaShop versions?**
A: The DHL plug-in for PrestaShop is compatible with PrestaShop 1.7 (versions 1.7.4 and higher). The plug-in is not compatible with Prestashop 8.

Q: **What size of labels can I print using the plug-in?**
A: The size of the labels in the plug-in is 10 x 15 cm.