

# MANUAL

# DHL CONNECTION



## INTRODUCTION

DHL Parcel offers a convenient connection for WooCommerce stores. With this plug-in 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 0031 88 34 54 333.

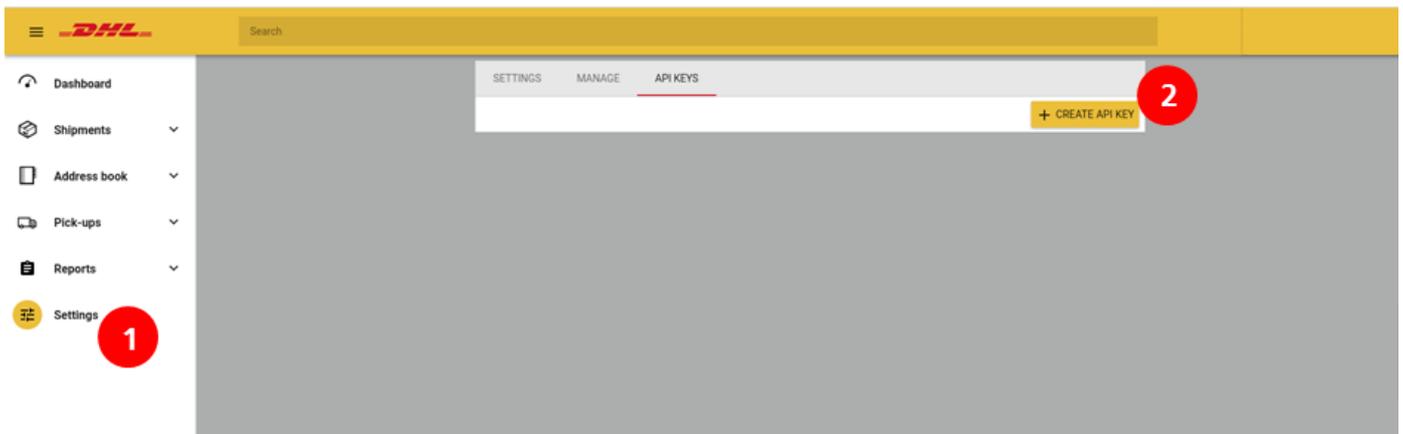
\*Source: Metapack

## INSTALLATION

### Step 1: Get your activation code

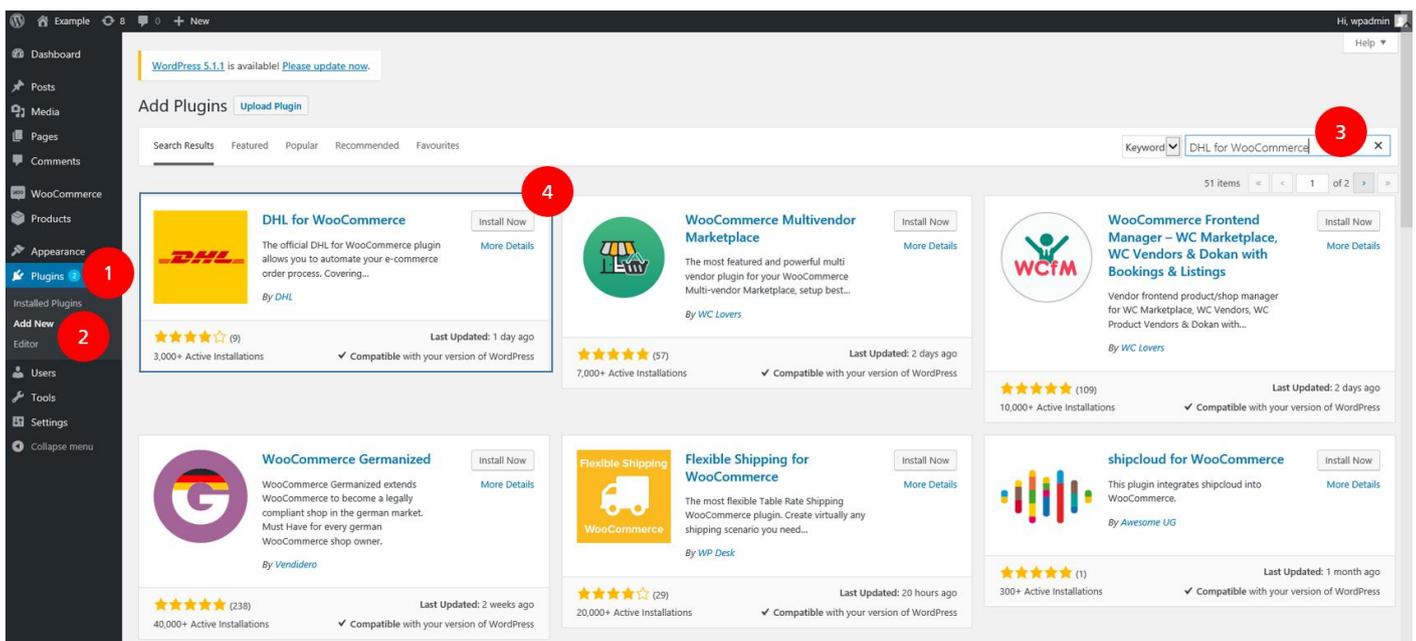
Before you start working with WooCommerce, first fetch your activation code (also API Key) from My DHL Parcel. In [My DHL Parcel](#) you can find this code under 'Settings' (1) in the 'API Keys' tab. Click on the 'Generate API Key' (2) button to fetch your activation code. Save these data safely.

If you do not have a My DHL Parcel account or if the 'Generate API Key' (2) is not visible, please contact us by [e-mail](#) or call us at 0031 88 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.

The screenshot shows the WordPress dashboard with the WooCommerce settings page open. The left sidebar contains a menu with 'Settings' highlighted by a red circle with the number 1. The 'General' tab is selected in the settings tabs, also marked with a red circle and the number 2. The 'Country / State' dropdown menu is set to 'Netherlands' and is highlighted with a red circle and the number 3. The address fields are filled with 'Reactorweg 25', 'Utrecht', and '3542 AD'. The 'Selling location(s)' and 'Shipping location(s)' dropdowns are set to 'Sell to all countries' and 'Ship to all countries you sell to' respectively.

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

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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

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](#). After activating the connection select your 'Customer number' (8) and 'Company code' (9). The 'Company code' is automatically selected. Save the data (10).

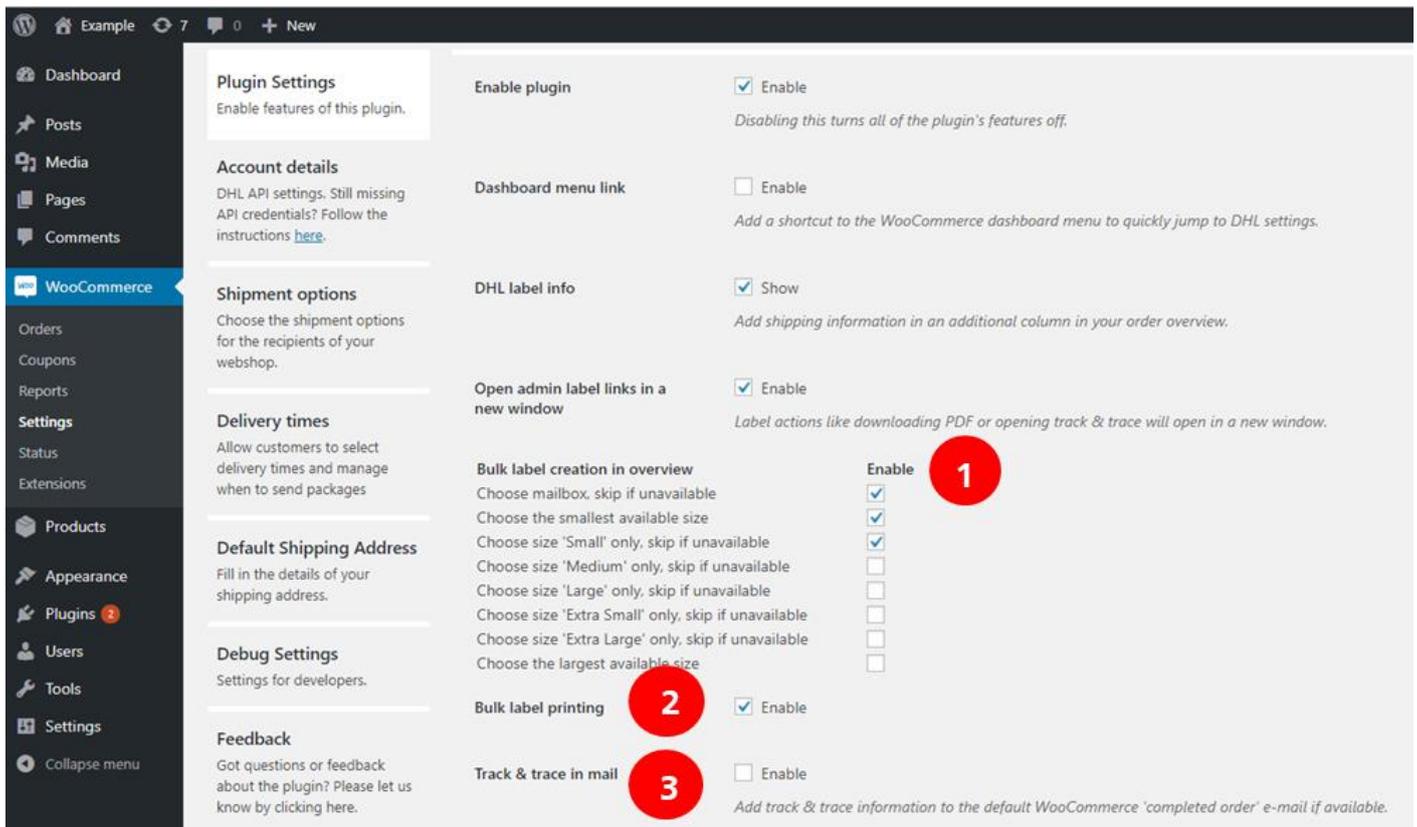
The screenshot shows the WordPress admin dashboard with the WooCommerce settings page open. The left sidebar has 'Settings' highlighted with a red circle '1'. The 'Shipping' tab is selected in the top navigation bar with a red circle '2'. The 'DHL for WooCommerce' sub-tab is selected with a red circle '3'. The 'Account details' section is expanded with a red circle '4'. The 'UserID' field contains '8c8afaf3-7fc8-486e-8466-d9cbd157eec8' with a red circle '5'. The 'Key' field contains '0d904197-d4fb-44ac-8c0c-9cae92775717' with a red circle '6'. The 'Test connection' button is green and says 'Connection successful' with a red circle '7'. The 'AccountID' field contains '08500001' with a red circle '8'. Below it, a dropdown menu shows '08500001' selected. The 'OrganizationID' field contains 'bd93358b-02d4-482c-ab43-ebaa0853e6ef' with a red circle '9'. Below it, a dropdown menu shows 'bd93358b-02d4-482c-ab43-ebaa0853e6ef' selected. At the bottom, the 'Save changes' button is highlighted with a red circle '10'.

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

If you want the option to print multiple shipping labels in one go, choose what package type (size) the system needs to print labels for by default (1). You can change this manually with every individual shipment, but it may be wise to choose the setting that you are going to use the most. Make the option available by ticking the 'Enable' box at 'Bulk label printing' (2).

If you want to include a track and trace number in the e-mail notification to your recipients, you can activate the option at 'Track & trace in mail' (3).

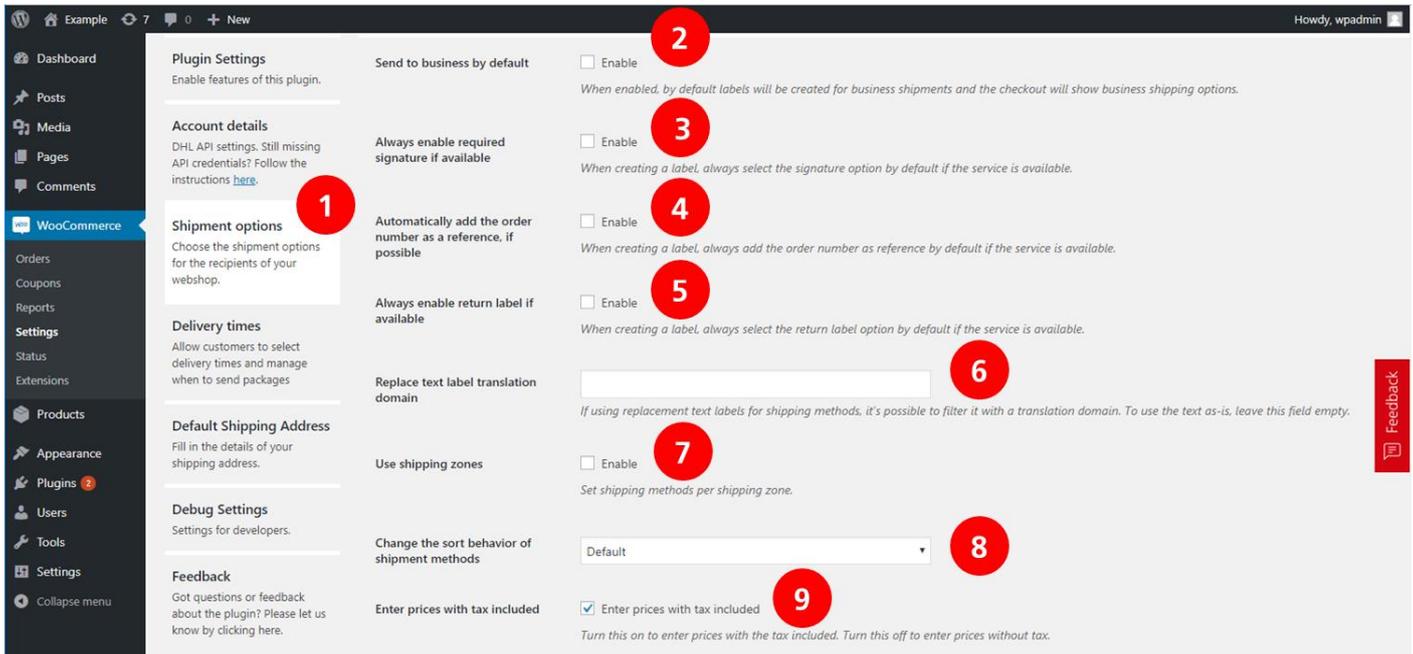


## SET UP YOUR SHIPMENT OPTIONS

Offering multiple delivery options in your online store increases service levels for your customers. It could cause a serious benefit, since 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.

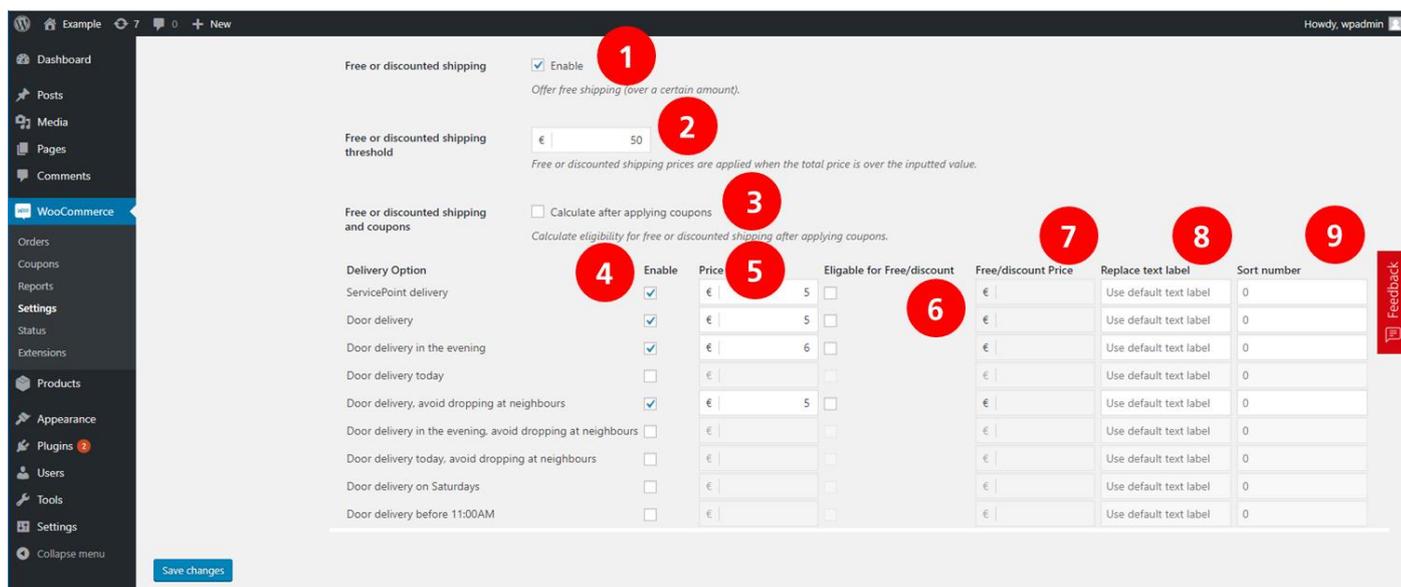
### Step 1: Select your shipping options

In the shipping options (1) menu you set the shipping options you want to offer your customers and the prices you want to charge:



- Do you ship to business addresses exclusively? Set this by checking 'Ship business by default' (2). Skip this step if you mainly ship to consumers. Do you ship to business addresses as well as consumers? Then select the option you are going to use the most. If for instance more than half of your shipments are sent to business addresses, check this option. In case of a consumer shipment, you can simply uncheck the option for that particular shipment (also see the next chapter).
- If you prefer to enable the signature upon receipt by default, just tick the corresponding box (3).
- Do you want to print the order number on the label as reference by default? Check the box at (4).
- If you want to create a return label for every shipment automatically, check the box at (5).
- Are you using a translation plug-in? Enter the translation code in this field (6). The DHL for WooCommerce plug-in will use the translated text from the translation plug-in.
- Do you ship abroad? You can charge variable shipping costs for recipients in different countries by using Shipping Zones in WooCommerce. To use this feature together with DHL Parcel delivery options, check the Use shipping zones box (7). Note: this means you can no longer set your shipping options on this page. You set them for every individual zone (also see "Shipping zones").
- You can customize the order in which delivery options will be shown within the checkout (8). By default the options are shown in the same order as they are shown in on this settings page.
- If you want tax to be included in the amounts entered on this page, check the Enter prices with tax included box (9).

Now you can scroll down to see the pricing options



- If you want to offer your customers a free or discounted delivery, check Free or discounted shipping (1) and choose from what amount this needs to be applied (2), for example for all orders (€0) or for orders as of €50.
- If you want the amount from which shipping costs are discounted or free to be calculated after the use of coupons, check this box (3).
- Finally, choose the delivery options (4) you want to offer your customers and enter the prices to be charged for them (5). At (6) you can indicate if the option is eligible for a reduced rate. At (7) you can enter this value. Use the next column (8) to give delivery options alternative names to be shown in the checkout. The last column (9) can be used to show the delivery options in a specific order – enter "1" to show an option as first, "2" second, etc. Save your data using the button at the bottom of the page.

*Price calculation example: if you select an amount of € 5,- shipping costs for a home delivery, a VAT percentage of 21% and a minimum amount of € 50,- for free shipping, your customer will have to pay € 5,- + € 1,05 VAT (a total of € 6,05) for home delivery as long as the value of the order is under € 50,-.*

## Step 2: Set default shipping address

In the 'Default shipping address' (1) menu enter your details (2) that will be visible as the sender address on the label. Save your data (3). You have now completed the setup of your shipping options.

The screenshot shows the WooCommerce Shipping settings page for DHL. The left sidebar contains a navigation menu with 'WooCommerce' and 'Settings' highlighted. The main content area is titled 'DHL for WooCommerce' and contains several sections: 'Plugin Settings', 'Account details', 'Shipment options', 'Delivery times', 'Default Shipping Address', 'Debug Settings', and 'Feedback'. The 'Default Shipping Address' section is highlighted with a red circle labeled '1'. The form fields in this section are: 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). A red circle labeled '2' highlights the 'First Name' field. The 'Different return address' and 'Default hide sender address' options are both unchecked. The 'Save changes' button at the bottom left is highlighted with a red circle labeled '3'.

## DELIVERY TIMES (ONLY AVAILABLE FOR DELIVERIES TO CONSUMERS IN THE NETHERLANDS)

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 Parcel 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.

### Step 1: activate delivery times

Navigate to the 'Shipping' (1) menu, select 'Delivery times' (2) and tick the 'Enable delivery times' box (3). By checking the 'Check stock' box (4), time slots will only be visible when the product is in stock.

### Step 2: set your time slots

By default DHL Parcel delivers shipments the next working day\* in the Benelux. Shipments to consumers can 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 (5). Choose on which days you are able to ship (6) and save your settings.

The screenshot shows the 'DHL for WooCommerce' settings page. The 'Shipping' menu is selected (1). The 'Delivery times' section is highlighted (2). The 'Enable delivery times' checkbox is checked (3). The 'Check stock' checkbox is checked (4). The 'Next day' delivery option is selected with a time of 23:00 (5). The 'Ship on Mondays' checkbox is checked (6).

*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.*

Perfect! You are now offering your customers delivery within specific time slots.

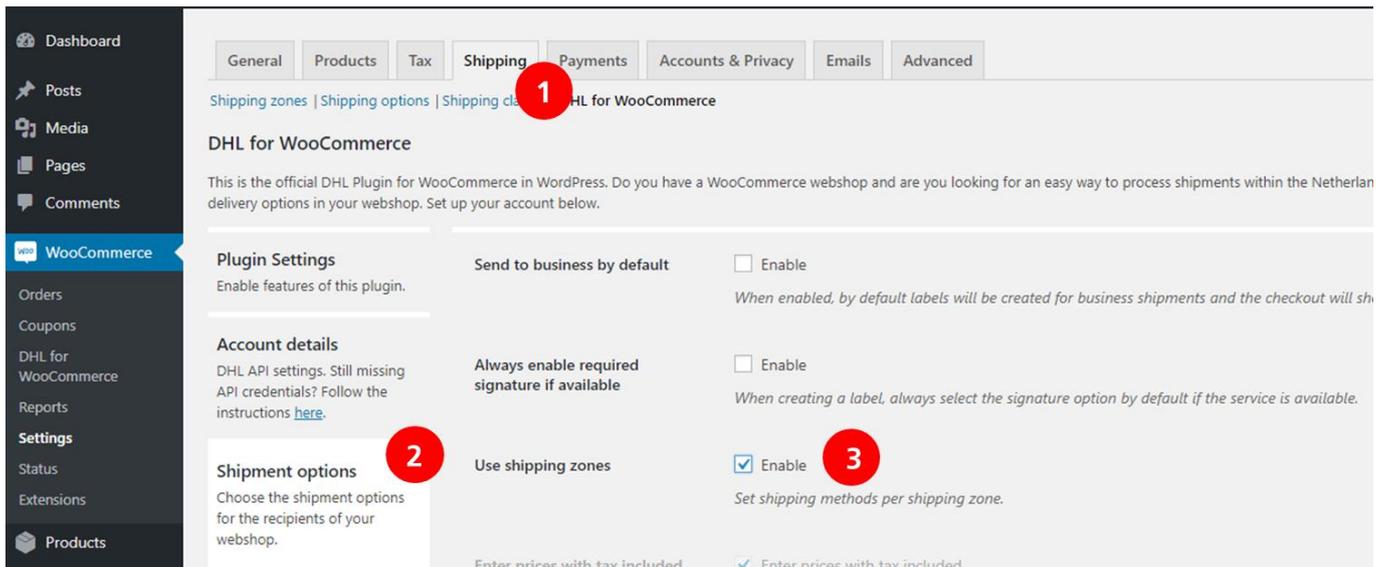
*\* Same day delivery is not possible for shipments from Belgium. This service is only available for domestic shipments within the Netherlands.*

## SHIPPING ZONES

If you ship to customers abroad, chances are you want to charge different shipping costs for recipients in various countries. You can set these prices by using Shipping Zones, a feature that is available in WooCommerce by default.

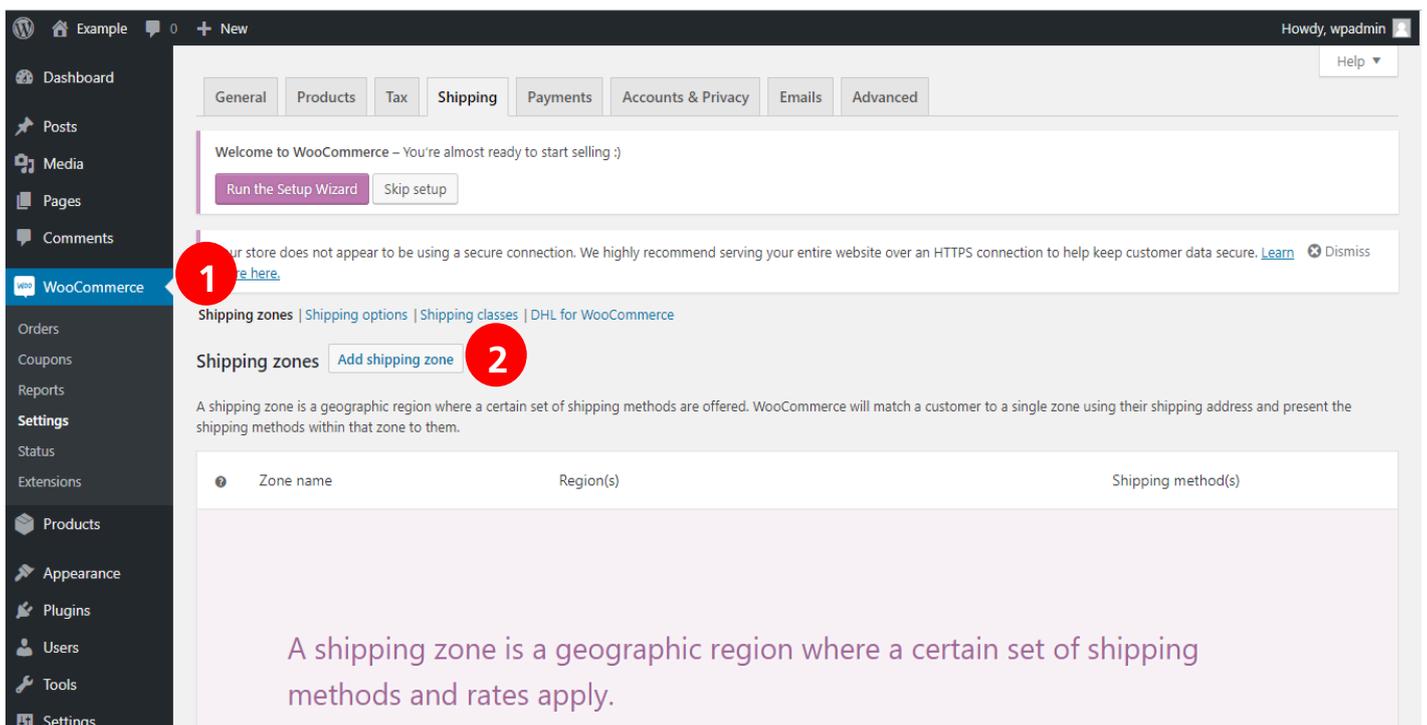
### Step 1: Activate the shipping zones option

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

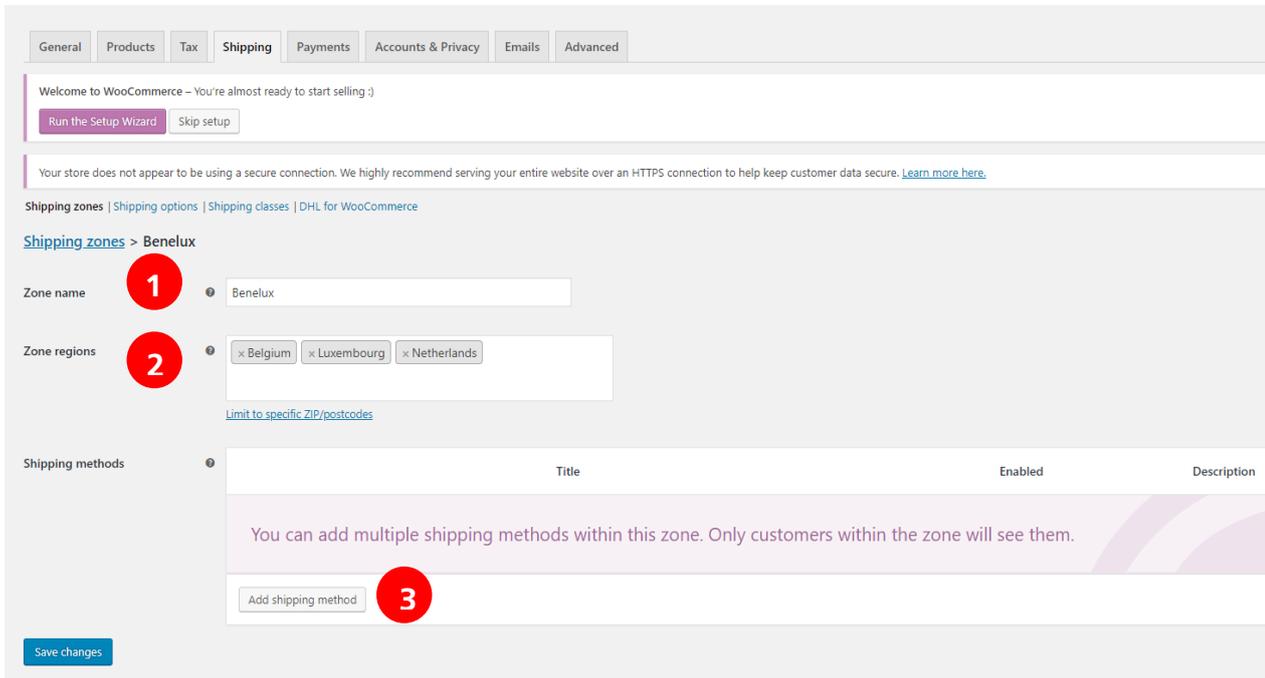


### Step 2: Add shipping zones

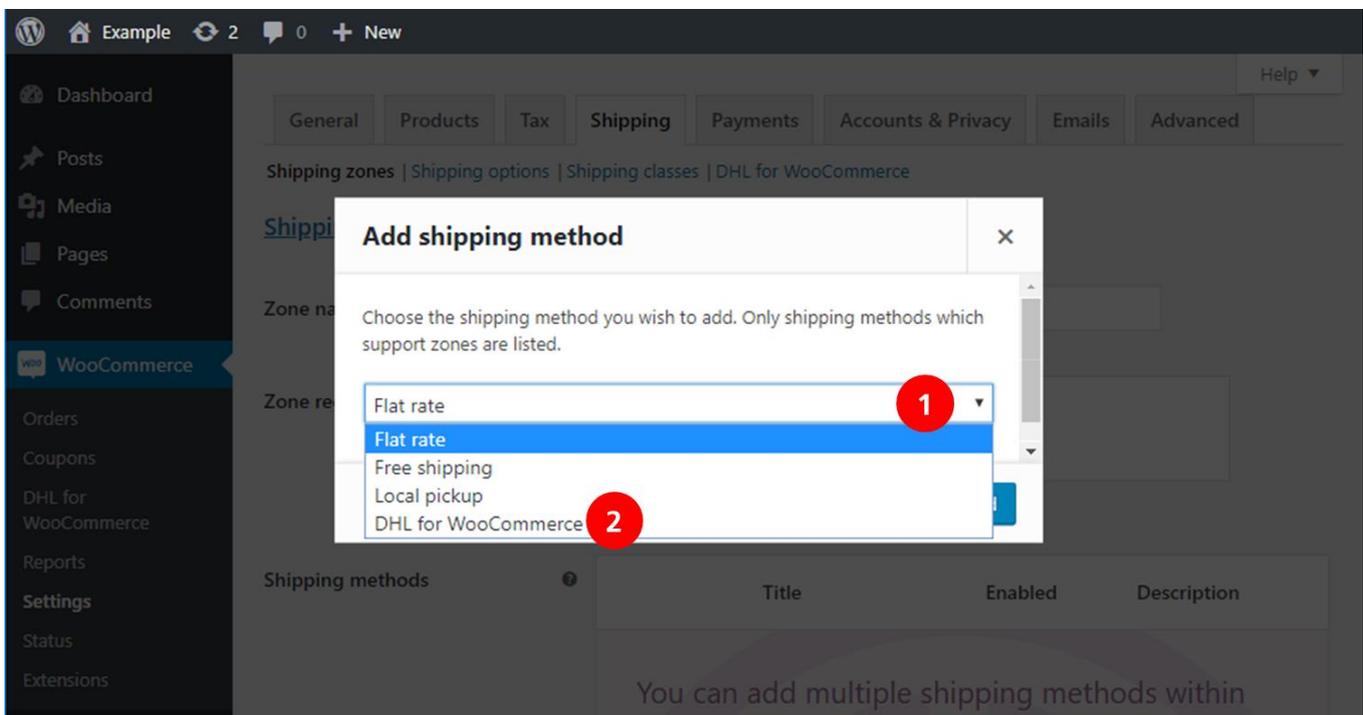
Now click Shipping zones (1) in the Shipping tab and click the Add shipping zone (2) button.



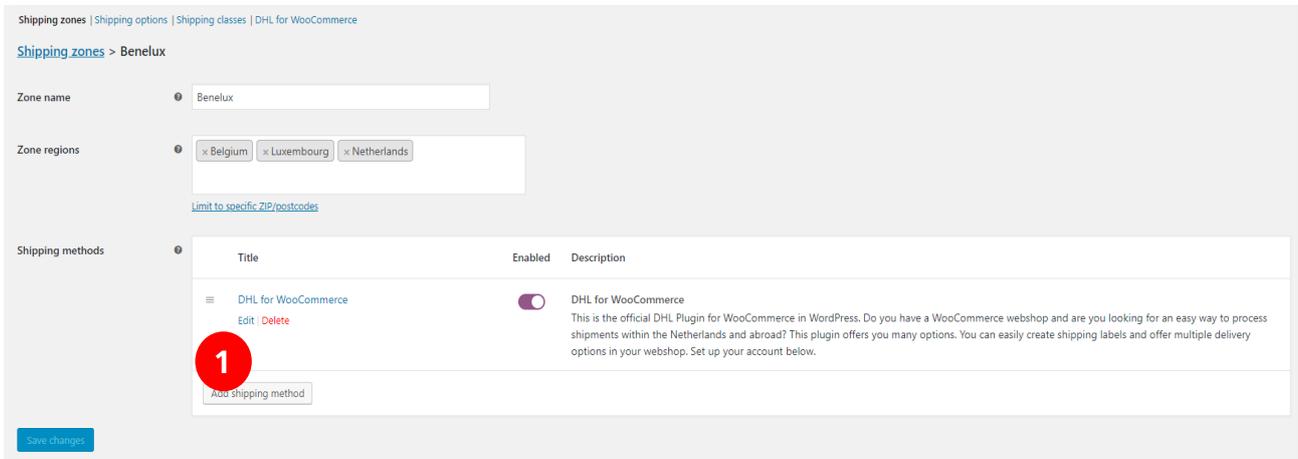
Name the zone (1) and add countries to it by typing them in the Zone regions field (2). Click the Add shipping method button (3).



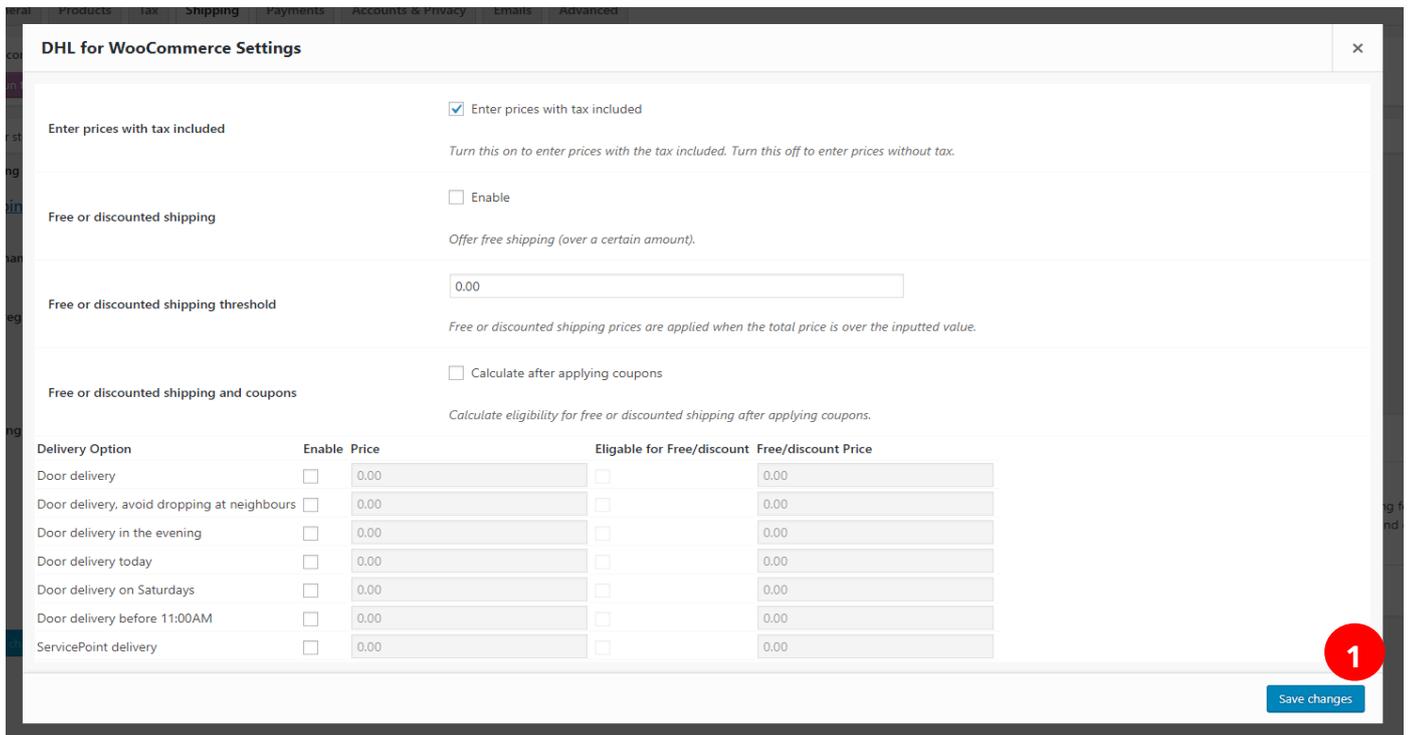
Now use the appearing dropdown menu (1) to select DHL for WooCommerce (2).



Now that DHL for WooCommerce is visible, you can move your mouse cursor over to make the Edit button (1) visible. Click it to set a shipping price and determine costs for various delivery options.



The window shown below will appear. Here you can set all the prices for shipping and delivery options for this particular zone. For a more detailed explanation of these options, see "Set up your shipping options". Save your settings (1).

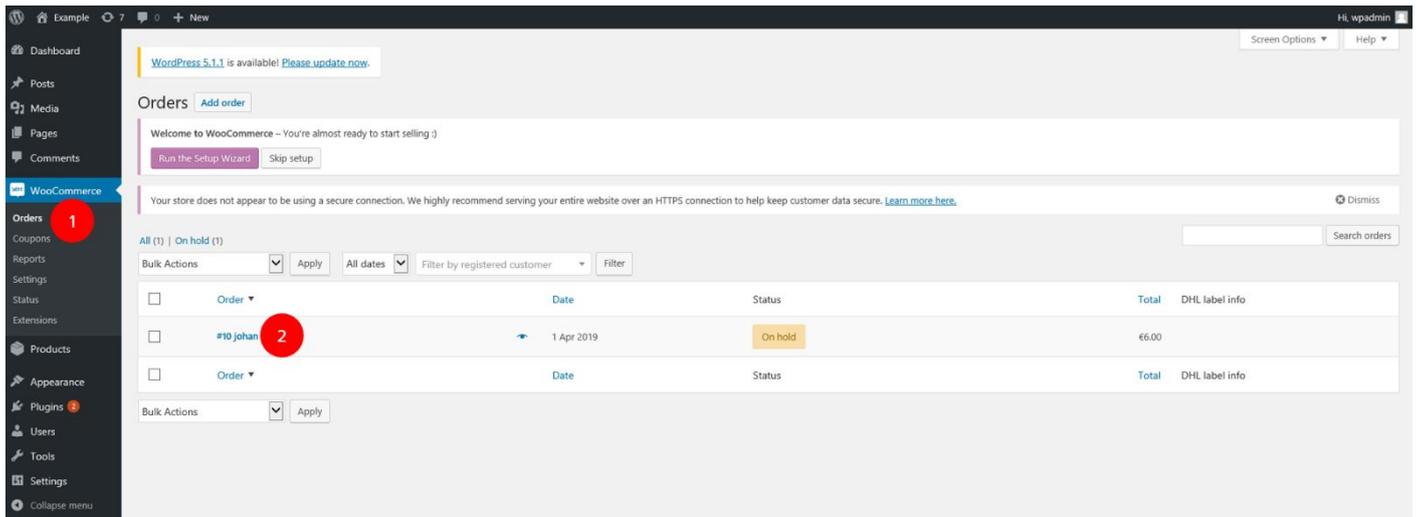


## PRINTING LABELS RIGHT FROM YOUR ONLINE STORE

You can use the plug-in to easily print shipping labels within the online store environment. You can decide for yourself which services you would like to use.

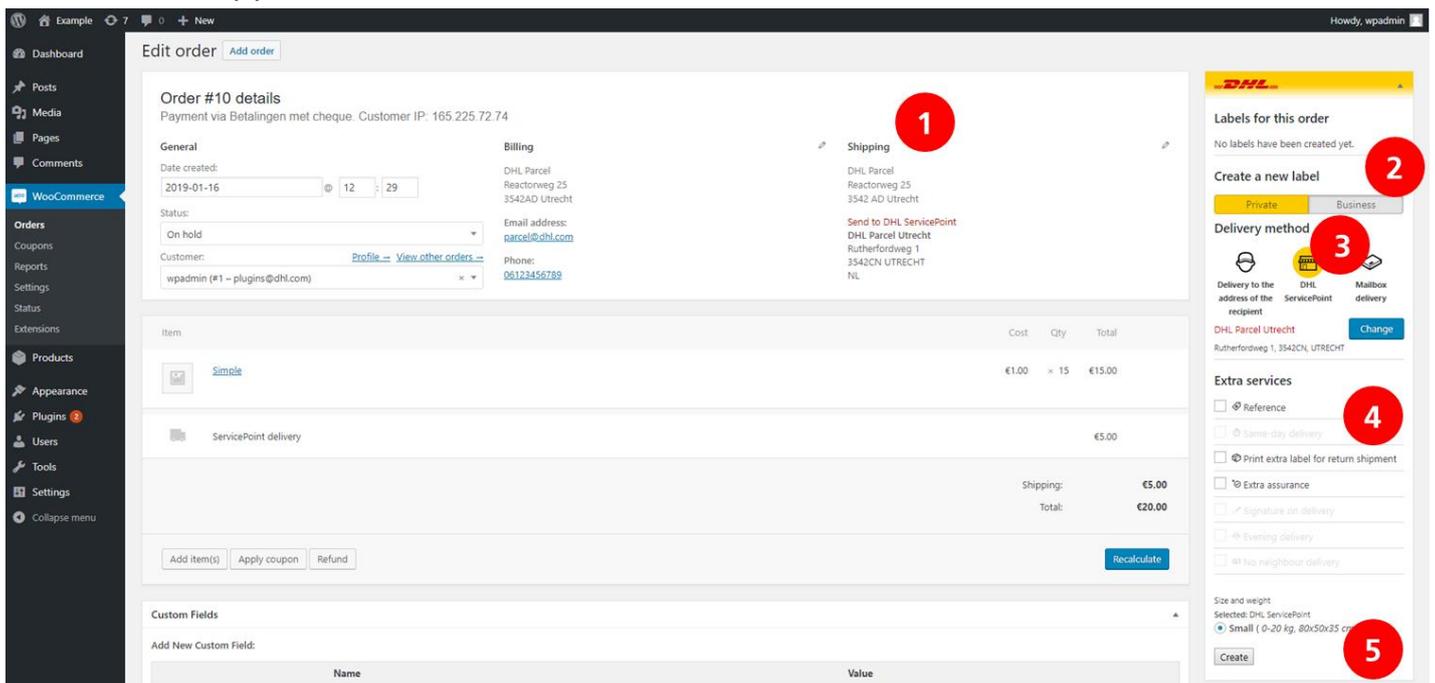
### Step 1: Navigate to the 'Orders' menu

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.



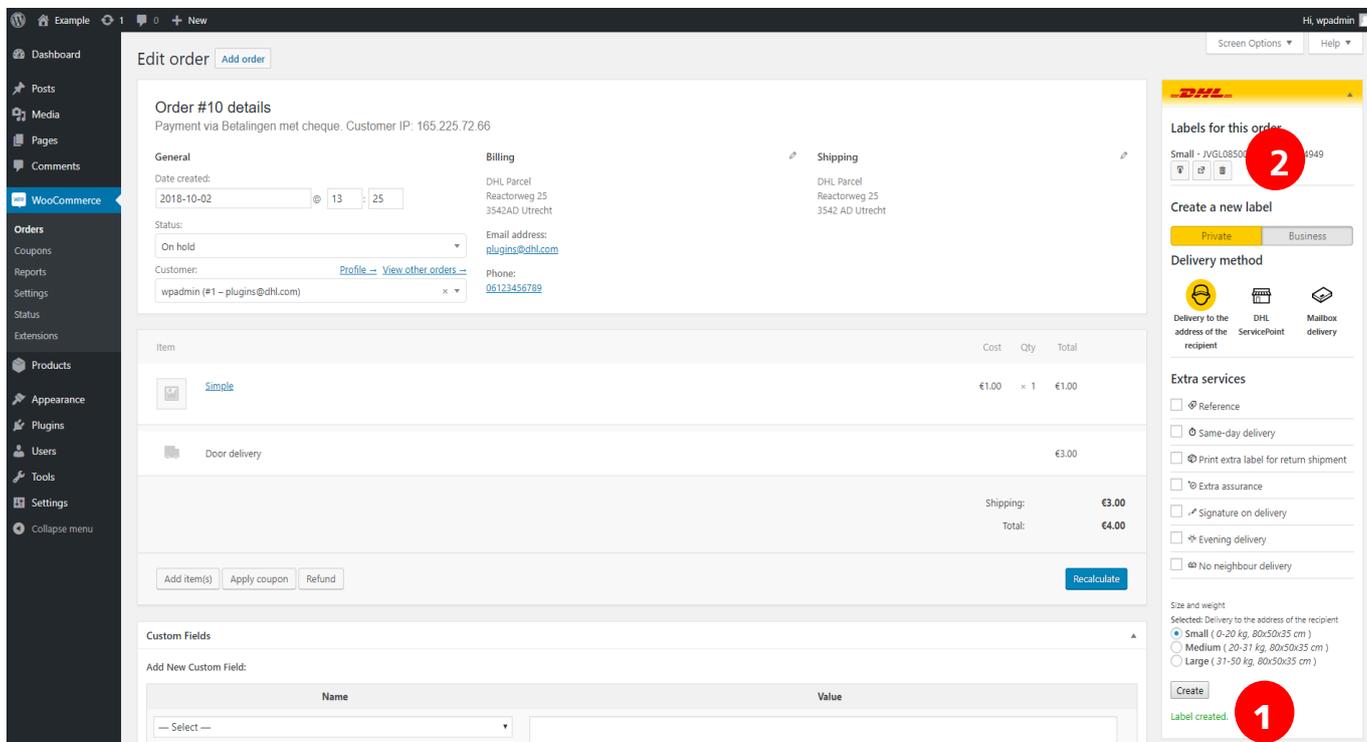
### Step 2: Check your services and create shipping labels

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).



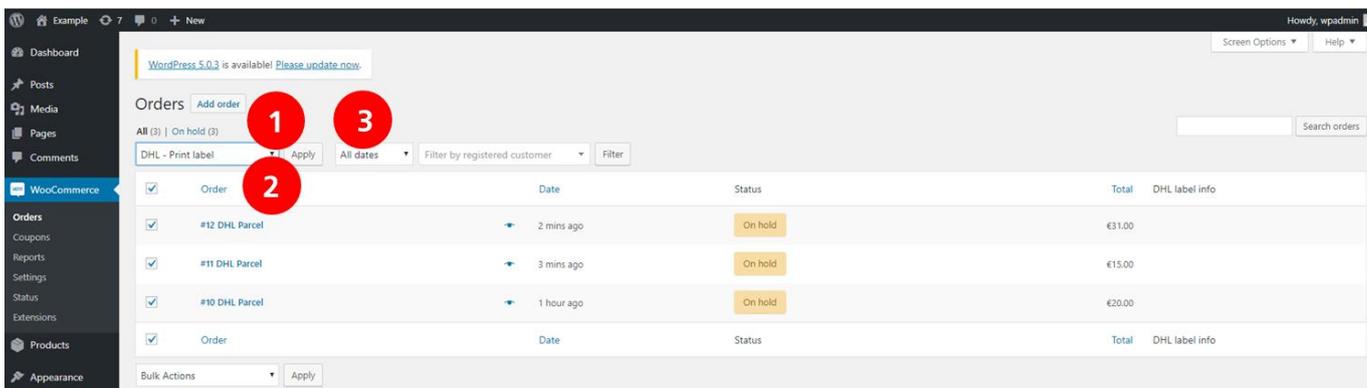
### Step 3: Print label and track your shipment

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. You have successfully completed the installation of the plug-in. Any questions? We are happy to help. Just send us an [e-mail](#) or call us at 0031 88 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 0031 88 34 54 333.

**Q: Which versions of WordPress is the DHL plug-in compatible with?**

**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 for consumer deliveries in the Benelux:

- Reference: you can add a reference to the shipment, which will appear as text on the label.
- Return label: a return label can be created when printing the initial shipping label.
- Increased liability (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 (only in the Netherlands): we will deliver the parcel between 6 PM and 9 PM.
- Saturday delivery: we will deliver the parcel on Saturday between 8:30 AM and 1 PM (the parcel needs to be shipped on Friday)
- 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.

**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 for business deliveries in the Benelux:

- Reference: you can add a reference to the shipment, which will appear as text on the 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 the value of your goods exceeds € 25.000, it is important to contact our customer service for permission.
- Saturday delivery: delivery on Saturday between 9 AM and 3 PM (in the Netherlands only).
- Expresser: delivery next working day before 11 AM in the Benelux.
- Hide sender: you will be able to show an alternative shipper name and address on the label.
- Cash on delivery (Benelux): the recipient will need to pay the amount specified by you upon.
- Construction site delivery (Benelux): delivery on locations that are under construction.
- Ex works: the recipient in the Benelux will pay the shipping costs to DHL.