

USER MANUAL

DHL PARCEL



Introduction

DHL offers a convenient plug-in for Magento 2 online stores. This plug-in allows you to add multiple online delivery options, which improves customer service and your online environment. Research* has shown an increase in online sales when customers are offered multiple [delivery options](#), which benefits your online store. 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 Magento 2. If you have questions or if you need assistance, feel free to send us an [e-mail](#). Please note that this plug-in is only available for online stores that ship orders from the Benelux region.

* Source: Metapack

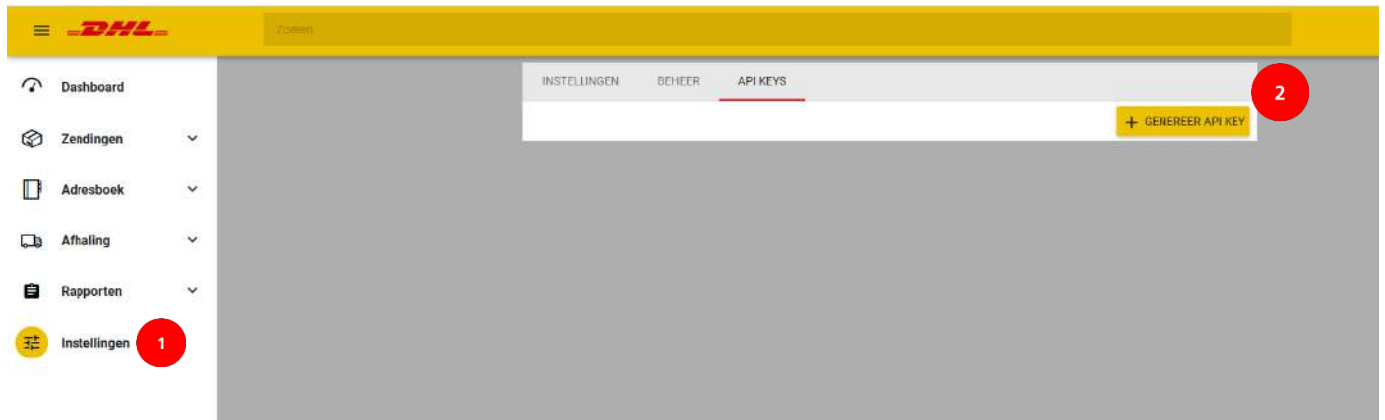
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Installing and activating the plug-in

Step 1: Get an activation code

Before you can get started with Magento, you first have to obtain an activation code (API Key) from [My DHL Parcel](#). Go to "Settings" (1) in My DHL Parcel and click the "API Keys" tab. Then click the "Generate API Key" (2) button to retrieve your activation code. Make sure you save this information carefully. If you do not have a My DHL Parcel account or if you do not see the "Generate API Key" (2) button, send us an [e-mail](#).



Step 2: Install the plug-in

Using Composer:

1. Add the plug-in to Composer using the following command:

```
composer require dhparcel/magento2-plugin:~1.0.0
```
2. Activate the DHL plug-in using this command in the Magento root:

```
bin/magento module:enable DHLParcel_Shipping
```
3. Upgrade the database using:

```
bin/magento setup:upgrade
```
4. If you want to activate the plug-in in your production environment complete the process using the final command:

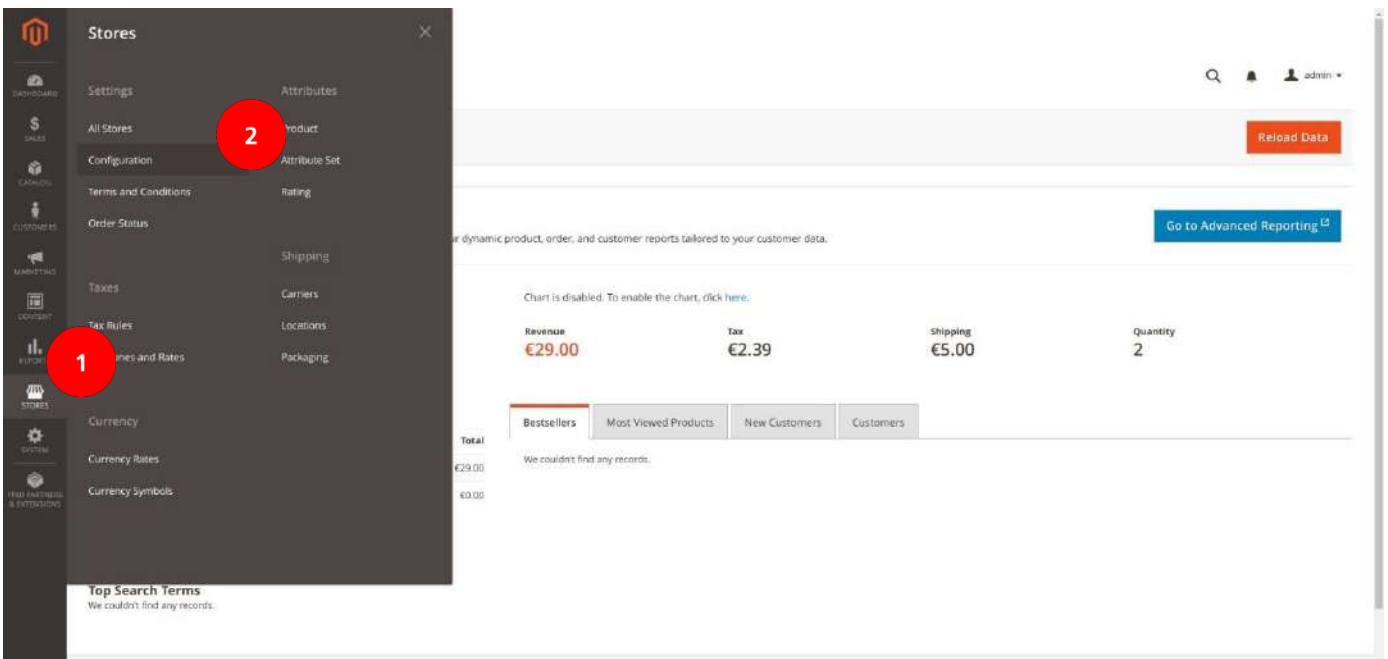
```
bin/magento setup:di:compile
```

Using a Zip-folder

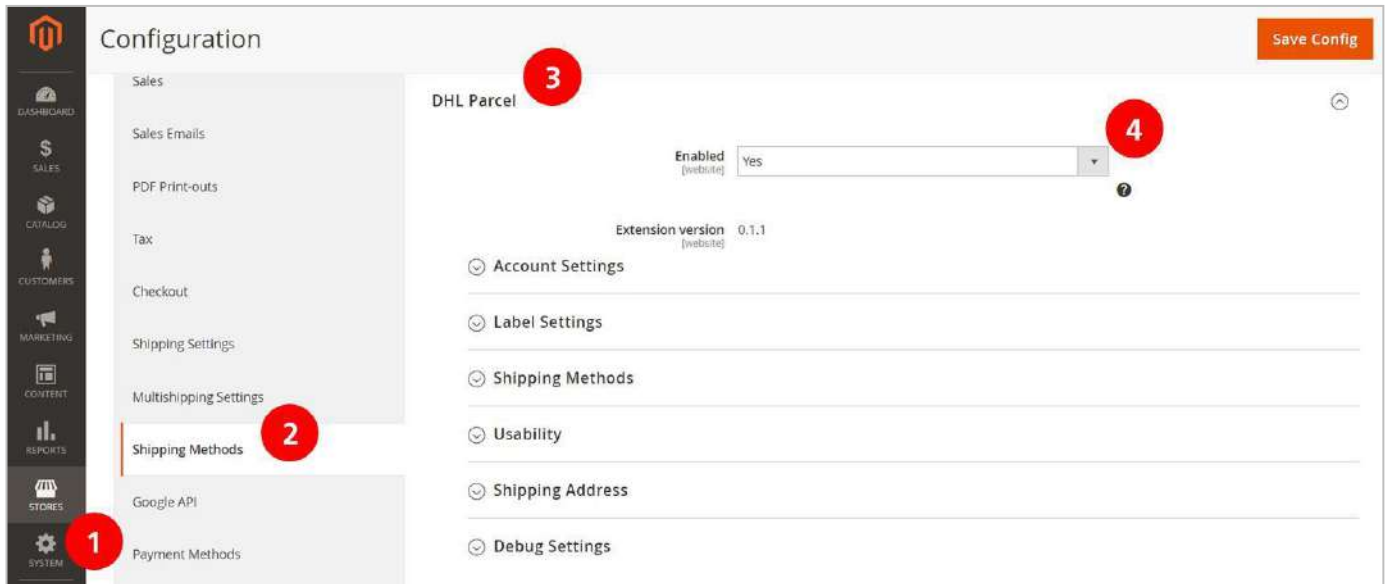
1. Go to the Magento 2 folder
2. Unzip the contents of Magento2.zip into a new folder:
`app/code/DHLParcel/Shipping`
(If you update an old version, please delete the old files first.)
3. The plug-in uses the [Guzzle](#) interface to communicate with the API. Add Guzzle to the Magento root in the composer.json file using the command:
`composer requires guzzlehttp/guzzle`
4. Activate the DHL plug-in with the following command in the Magento root:
`bin/magento module:enable DHLParcel_Shipping`
5. Upgrade the database with the command:
`bin/magento setup:upgrade`
6. If you want to activate the plug-in in your production environment, finish the installation with the command: `bin/magento setup:di:compile`

Step 3: Activate the plug-in in Magento

Go the "Stores" (1) tab in the menu at the left and select "Configuration" (2).



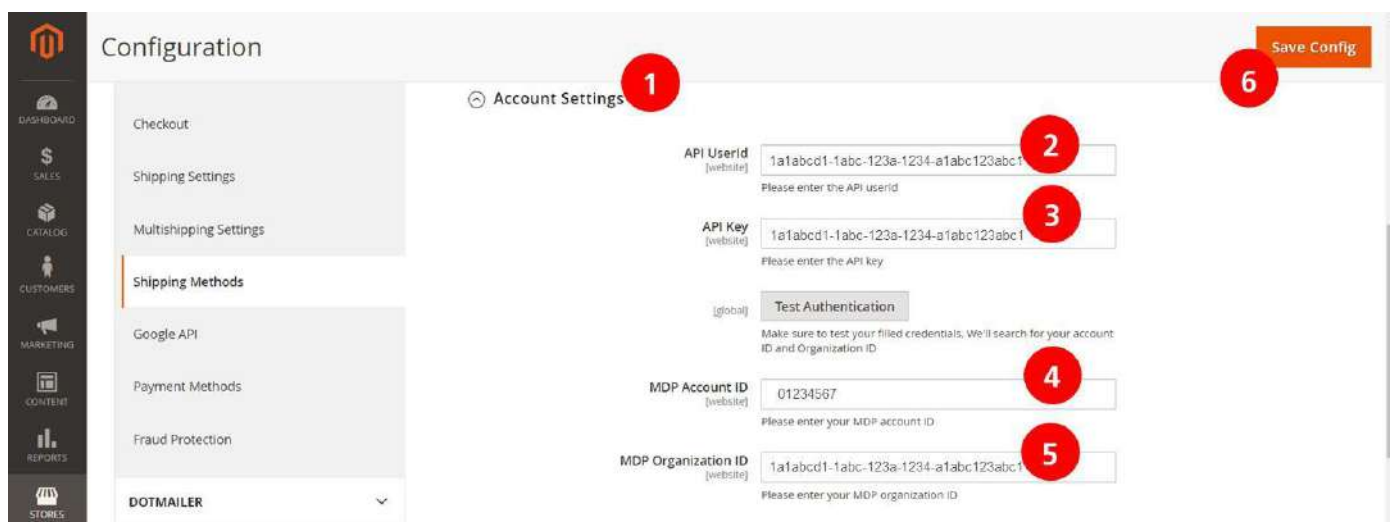
Click open the "Sales" (1) tab, select "Shipping Methods" (2), and open the "DHL Parcel" (3) menu. Choose "Yes" in the "Enabled" (4) field to activate the DHL plug-in for your Magento store. If you do not see DHL Parcel in the list of shipping methods, something went wrong during the installation process. [Contact](#) support for assistance.



DHL Parcel has now been added to your list of shipping methods.

Step 4: Enter the activation code in Magento

Stay in the same "Shipping Methods" menu and, under the "DHL Parcel" option, click open the "Account Settings" (1) option. Here you can enter the activation code – which you downloaded in Step 1 – in the "API UserId" (2) and "API Key" (3) fields. Click the "Test Authentication" (4) button to test the connection. If the connection is successful, the button will turn green. If the connection is not successful, contact [support](#) for assistance. After activating the connection, select your correct customer number in the "MDP Account ID" (4) field. Your business code will be automatically selected in the "MDP Organization ID" (5) field. Save your changes (6).



Configuring shipping settings

In the *shipping settings* menu you can set your personal information and choose how you want to use the plug-in by adjusting various default settings.

Step 1: Set shipping label preferences

Stay in the same "Shipping Methods" menu and, under the "DHL Parcel" option, click open the "Label Settings" (1) option.

- If you wish to print DHL Parcel shipping labels by default, select "Yes" at (2).
- If you mainly send to consumers, choose "No" at (3) – leave this setting set to "Yes" if you mainly send to business recipients. You can always change this for each label.
- If you wish to include extra insurance for your consumer shipments by default, select "Yes" at (4). Your shipment will now be insured for up to €500 in the event of damage or loss.
- Set a standard reference for your labels at (5). If you chose "Yes" at (6), you select which order column or unformatted text you want to display on the label as a reference. A second reference can be set at (7).
- To simplify the return process for your recipients, you can include a return label with each order by default. To do this, set (8) to "Yes" so the plug-in also creates a return label with each order. You will have two options:
 - *enable if available*: labels will always be created and chosen services are added if available.
 - *must be available*: if a chosen service is not available, that particular label will be skipped. An error message will notify you which labels could not be created.
- If you want the labels to show different address details than your default shipping address, choose "Yes" at (9). In the Shipping Address menu (also see Step 2 below) you will be able to set your address.
- Save your changes at (10).

The screenshot shows the 'Configuration' interface with a sidebar on the left containing various menu items like Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main area is titled 'Configuration' and has a sub-menu 'Shipping Settings' which is expanded to show 'Shipping Methods'. Under 'Shipping Methods', 'Label Settings' is selected and expanded, showing several settings with dropdown menus. Each setting is marked with a red circle containing a number from 1 to 10. A 'Save Config' button is in the top right corner.

Setting	Value	Number
Label Settings (expanded)		1
Use DHL Parcel label for manual shipments	Yes	2
Send to business	No	3
Auto-enable: Extra assured	No	4
Auto-enable: Reference	Yes	5
Default text source for reference	Order number	6
Auto-enable: Reference 2	No	7
Auto-enable: Return label	No	8
Auto-enable: Hide shipper	No	9
Save Config		10

Step 2: Set up your shipping information

In the "Shipping Address" menu (1), enter the company information that you, as the sender, want to show on the label at (2). At the bottom, you can set a different return address for your return labels if applicable. Save the settings (3).

The screenshot shows the Magento Configuration interface. On the left is a sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and has a 'Shipping Methods' sidebar menu with options: Google API, Payment Methods, Fraud Protection, DOTMAILER, SERVICES, and ADVANCED. The 'Shipping Address' section is expanded, showing fields for Company name (DHL), First name (Test), Last name (Test), Street name (Atoomweg), and House number (30). A 'House number addition' field is also present. A 'Save Config' button is in the top right corner. Red circles 1, 2, and 3 are overlaid on the 'Shipping Address' menu item, the 'Company name' input field, and the 'Save Config' button respectively.

Configuration

Shipping Methods

- Google API
- Payment Methods
- Fraud Protection
- DOTMAILER** ▾
- SERVICES** ▾
- ADVANCED** ▾

Usability

Shipping Address

Company name [website] DHL
Please enter the shipper company name

First name [website] Test
Please enter the shipper first name

Last name [website] Test
Please enter the shipper last name

Street name [website] Atoomweg
Please enter the shipper street name

House number [website] 30
Please enter the shipper house number

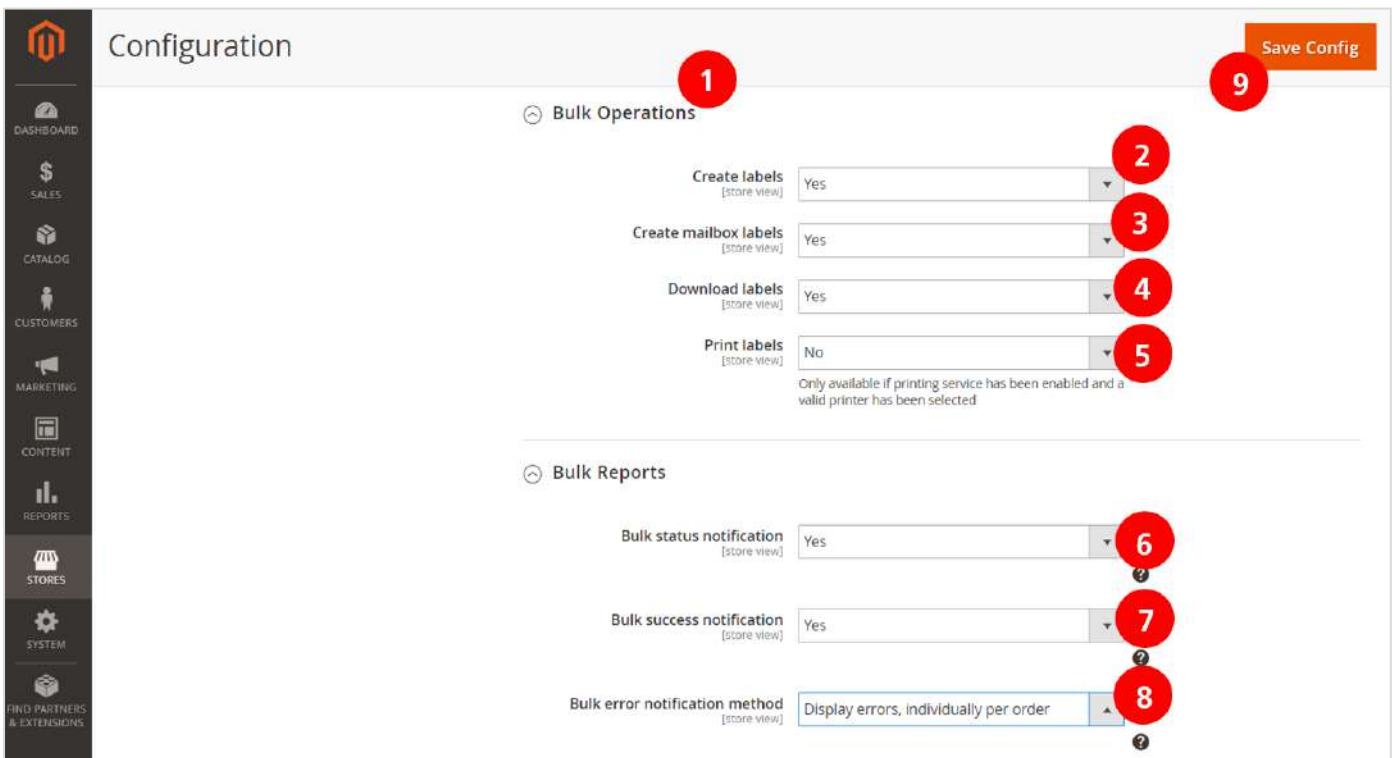
House number addition [website]
Please enter the shipper house number addition

Save Config

Step 3: Set up bulk printing (optional)

Do you wish to create and print multiple labels for your orders all at once? You can set this in the "Usability" menu, using the "Bulk Operations" tab (1). If you wish to print labels manually with every order, you can skip this step.

- To enable the option to create labels in bulk, select "Yes" at (2),
- Select "Yes" at (3) to enable creating mailbox label in bulk.
- To enable bulk downloading of labels, choose "Yes" at (4).
- Finally, to enable the bulk printing of labels, select "Yes" (5). Note that this option is only functional when a printer is configured in the Print Service Settings menu.
- The "Bulk Reports" tab contains options to configure which notifications you wish to receive when performing bulk actions. If you set "Bulk status notification" (6) to "Yes" you will get a single message stating how many labels have been successfully created and how many have failed.
- Choosing "Yes" at (7) results in a list of the order numbers for which labels have been successfully created and a list of error messages for the orders for which no label could be created.
- The error messages can be displayed in different ways (8): show all error messages in one list, show error messages per order, hide error messages and only show the order numbers for which no label has been created, or hide all error messages.
- Save your changes (9).

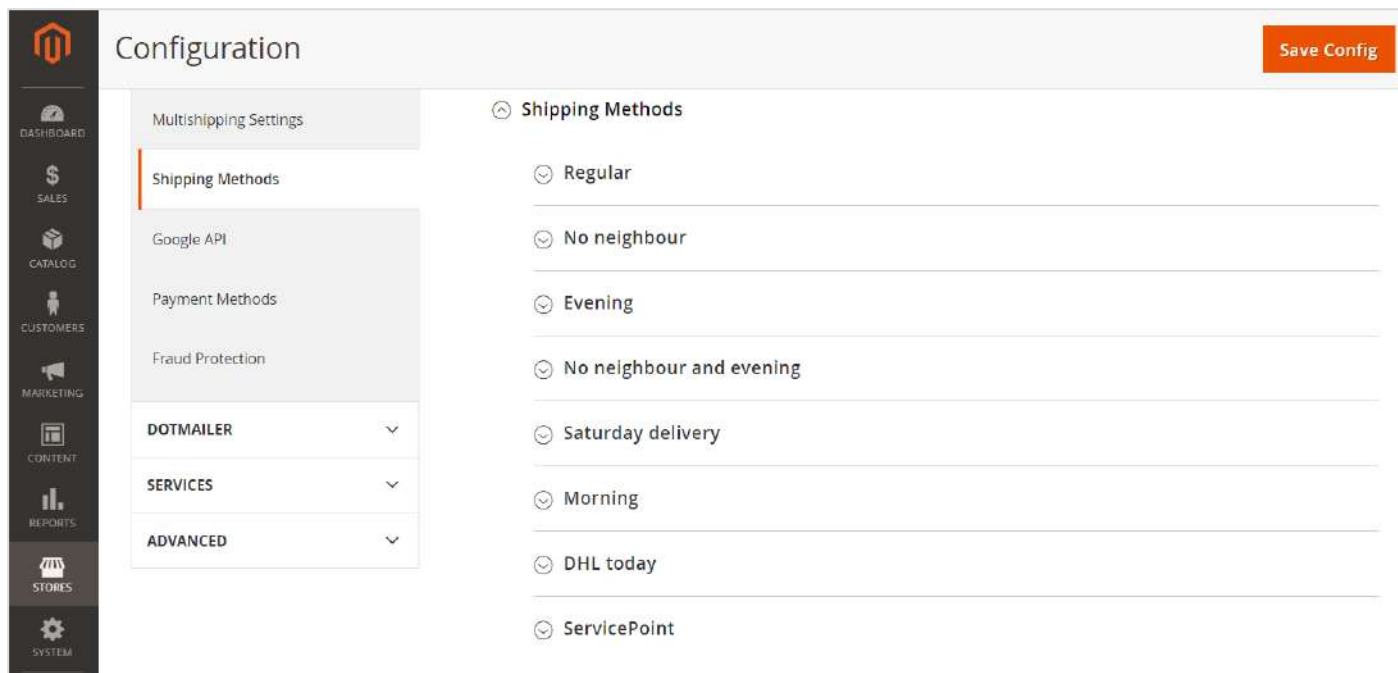


Congratulations! You have successfully configured your preferences and delivery options. In the following chapters we will show you how to configure delivery options and print labels directly from the order.

Configuring delivery options

The delivery options can be found in the "Shipping Methods" menu. Here you can (de)activate each delivery option.

- **Regular** is the standard home delivery (B2C and B2B).
- **No neighbor**: your online customer can choose *not* to have the order delivered next door if they are not home (DHL couriers will attempt a delivery at neighbors by default) (B2C).
- **Evening**: delivery between 6:00 PM and 9:00 PM (B2C).
- **No neighbor and evening**: a combination of the preceding options (B2C).
- **Saturday delivery**: delivery on Saturday (B2B within the Netherlands, B2C to Belgium).
- **Morning**: delivery on the next working day before 11:00 AM (B2B)
- **DHL Today**: sameday delivery between 6:00 PM and 9:00 PM (B2C).
- **Service Point**: delivery at a DHL ServicePoint (B2C).



The screenshot shows a web application interface for configuration. On the left is a vertical sidebar with icons and labels for various sections: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, and SYSTEM. The main content area is titled "Configuration" and has a "Save Config" button in the top right corner. A left-hand menu lists several settings categories: Multishipping Settings, Shipping Methods (which is highlighted), Google API, Payment Methods, and Fraud Protection. Below these are three expandable sections: DOTMAILER, SERVICES, and ADVANCED. The main content area displays the "Shipping Methods" configuration, which is a list of seven delivery options, each with a dropdown arrow icon to its left: Regular, No neighbour, Evening, No neighbour and evening, Saturday delivery, Morning, DHL today, and ServicePoint.

The delivery options are explained in more detail below.

Regular - delivery to the recipient's home address (B2C and B2B).

Do you wish to always charge the same shipping costs for all countries and regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions under "Set default shipping costs" below; otherwise, proceed directly to step "Set variable delivery charges."

Set default shipping costs

- Open the 'Regular' tab
- Activate the delivery option by selecting "Yes" under "Enabled" (2).
- Optionally, change the name of this option shown in your checkout (3).

- At "Pricing method" (4), choose "Flat pricing."
- Set the shipping price at (5), for example €7.50 or €7. Be sure to use a point as decimal separator, not a comma.
- Save your changes (6).

Configuration

Multishipping Settings

Shipping Methods

Google API

Payment Methods

Fraud Protection

DOTMAILER

Shipping Methods

Regular

Enabled [store view] Yes

Title [website] Home delivery

Pricing method [store view] Flat pricing

Flat price [store view] 8.00

Save Config

Set variable shipping costs per country, weight or number of items ordered

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3), choose "Variable zone pricing."
- Select the desired setting under "Condition" (4), for example "Price vs. Destination" to set delivery costs per country. You can only choose one condition.
- Download the CSV file to set your delivery costs.

Configuration

Multishipping Settings

Shipping Methods

Google API

Payment Methods

Fraud Protection

DOTMAILER

SERVICES

ADVANCED

Shipping Methods

Regular

Enabled [store view] Yes

Title [website] Home delivery

Pricing method [store view] Variable zone pricing

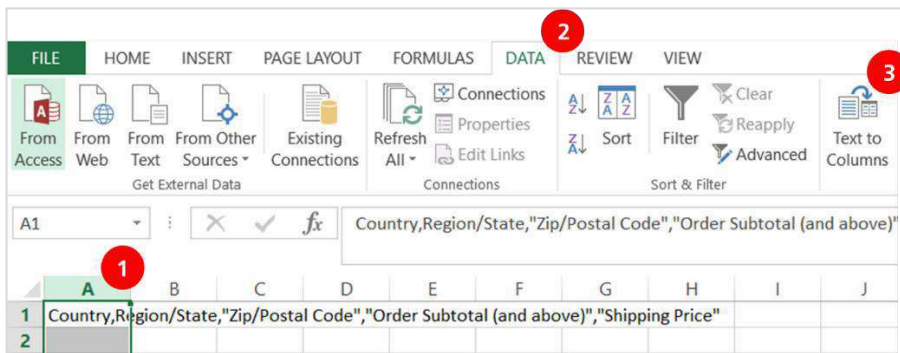
Condition [website] Price vs. Destination

Export [website] Export CSV

Import [website] Bestand kiezen Bestand gekozen

Save Config

- Select the first column (1), go to the "Data" tab (2), and click "Text to columns" (3).



- Select "Delimited", check the "Comma" box, and click "Finish". You now have a file, which is easier to fill in, with options divided into separate columns.
- You can change your settings per column, for example:

	A	B	C	D	E
1	Country	Region/State	Zip/Postal Code	Order Subtotal (and above)	Shipping Price
2	NL				5
3	NL			100	0
4	BE				8
5	BE			150	5

- Good to know: Magento reads the sheet from top to bottom. Start with the standard costs and add exceptions below.
- The first column is the ISO country code.
- You enter the order amounts in column D and the delivery costs in column E.

In the example above, the standard shipping fee in the Netherlands has been set to €5 shipping is free for orders of €100 or more. For Belgium, home delivery is set at €8 and for orders of €150 or more it costs €5.

After setting your delivery costs, save the CSV file and upload it to Magento using the "Select file" button (5). To change your delivery costs, export the file, enter your new costs, and upload the new file. Save your changes (6).

No neighbor - do not deliver to the people next door if the recipient is not home (B2C).

This delivery option is only available for shipments to consumers within the Netherlands. If you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

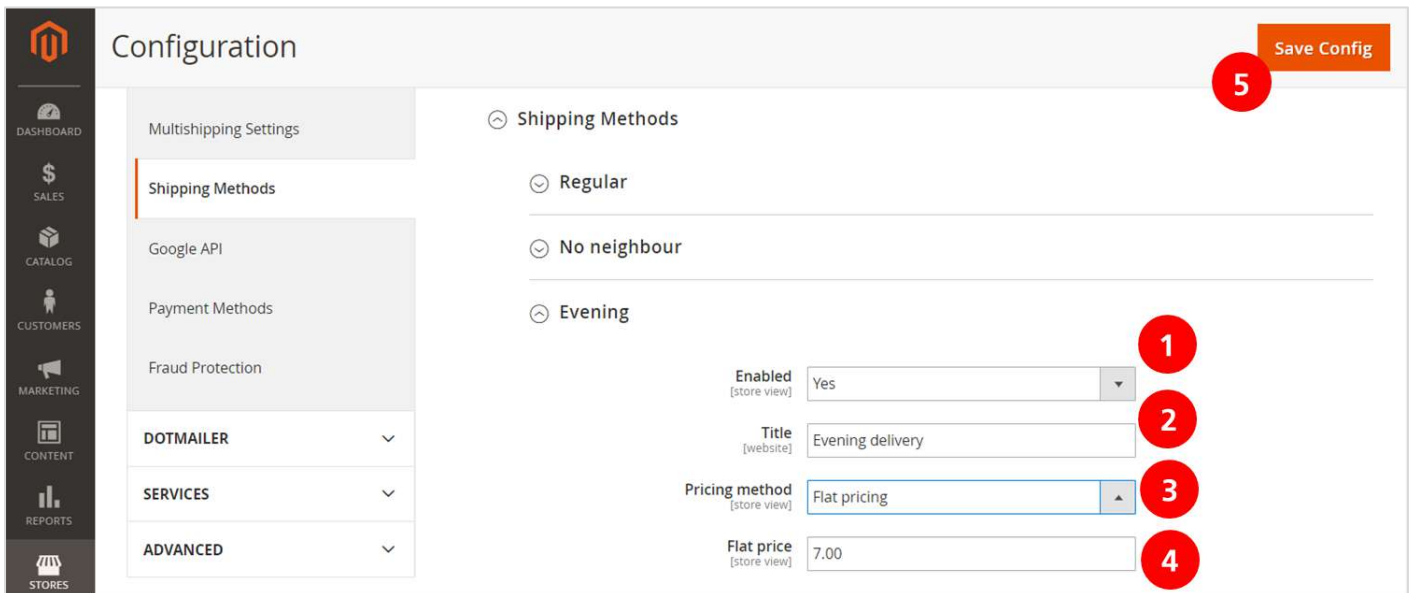
- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the price for the delivery option at (4), for example €8.50 or €8. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the Magento Configuration interface for Shipping Methods. The left sidebar contains navigation options: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, and CONTENT. The main content area is titled 'Configuration' and includes a 'Save Config' button in the top right corner. The 'Shipping Methods' section is expanded, showing two options: 'Regular' and 'No neighbour'. The 'No neighbour' option is selected, and its settings are displayed. The settings are: 'Enabled' (Yes), 'Title' (No neighbour delivery), 'Pricing method' (Flat pricing), and 'Flat price' (6.00). Red circles with numbers 1 through 5 are overlaid on the interface to indicate the steps: 1 on the 'Enabled' dropdown, 2 on the 'Title' text input, 3 on the 'Pricing method' dropdown, 4 on the 'Flat price' text input, and 5 on the 'Save Config' button.

Evening - delivery between 6:00 PM and 9:00 PM (B2C).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €9. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).



No neighbor and evening: delivery between 6:00 PM and 9:00 PM and no delivery to the people next door when the recipient is not at home (B2C).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- At "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €9. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the Magento Configuration page for Shipping Methods. The sidebar on the left contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. The main content area is titled "Configuration" and "Shipping Methods". Under "Shipping Methods", there are four options: Regular, No neighbour, Evening, and No neighbour and evening. The "No neighbour and evening" option is expanded, showing the following fields:

- Enabled** [store view]: Yes (1)
- Title** [website]: No neighbour and evening delivery (2)
- Pricing method** [store view]: Flat pricing (3)
- Flat price** [store view]: 8 (4)

A "Save Config" button is located in the top right corner (5).

Saturday delivery: delivery on Saturday (B2B within the Netherlands, B2C to Belgium).

This delivery option is only available for orders within the Netherlands. Do you wish to always charge the same shipping costs, regardless of the amount of the order, the weight or the number of items ordered? Then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €9.50 or €10. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).

The screenshot shows the 'Configuration' page with a sidebar on the left containing navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, and Content. The main area is titled 'Configuration' and features a 'Save Config' button in the top right corner. A list of configuration categories is shown on the left: Fraud Protection, DOTMAILER, SERVICES, and ADVANCED. The 'Saturday delivery' section is expanded, showing the following settings:

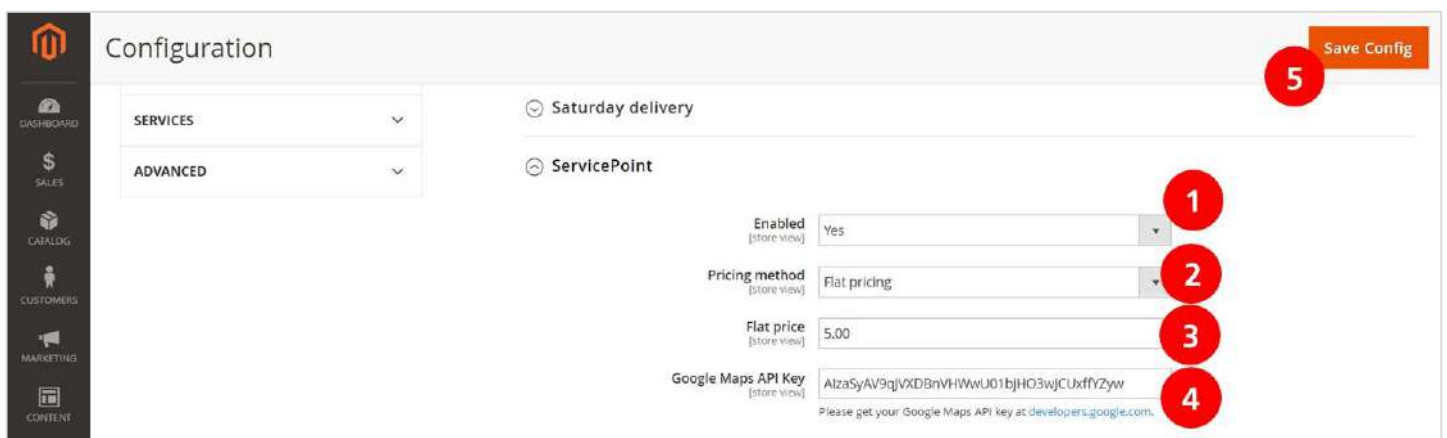
- Enabled** (store view): Yes (1)
- Title** (website): Saturday delivery (2)
- Pricing method** (store view): Flat pricing (3)
- Flat price** (store view): 5 (4)

The 'Save Config' button is highlighted with a red circle and the number 5.

Morning - delivery on the next working day before 11:00 AM (B2B)

If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Save your changes (5).



DHL Today - sameday delivery between 6:00 PM and 9:00 PM (B2C).

If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Set the time up to which your customer can choose this option in your checkout (3).
- Under "Pricing method" (4) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (5), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Save your changes (6).

The screenshot shows the Magento Configuration interface for the "DHL today" delivery option. The page is titled "Configuration" and has a "Save Config" button in the top right corner. A red circle with the number "6" is placed over the "Save Config" button. On the left side, there is a sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, and Stores. The main content area is divided into two sections: "Morning" and "DHL today". The "DHL today" section contains several configuration fields, each with a red circle and a number indicating the step to follow:

- Enabled** (store view): A dropdown menu set to "Yes". A red circle with the number "1" is next to it. Below the field, it says: "This only applies to B2C customers and 'Send to business by default' must be set to No".
- Title** (website): A text input field containing "Vandaag bezorgd (18:00 - 21:00)". A red circle with the number "2" is next to it.
- Cutoff time** (store view): A dropdown menu set to "12:00". A red circle with the number "3" is next to it. Below the field, it says: "Set the cutoff time for when same day shipments are no longer available".
- Pricing method** (store view): A dropdown menu set to "Flat pricing". A red circle with the number "4" is next to it.
- Flat price** (store view): A text input field containing "10". A red circle with the number "5" is next to it.

ServicePoint: delivery to a DHL ServicePoint

This delivery option is available for orders within Europe. If you wish to always charge the same shipping costs, regardless of the country, the amount of the order, the weight or the number of items ordered, then follow the instructions below. Otherwise, follow the settings for "Set variable delivery charges" under "Regular" above to enter the prices in the spreadsheet.

- Activate the delivery option by selecting "Yes" under "Enabled" (1).
- Optionally, change the name of this option shown in your checkout (2).
- Under "Pricing method" (3) choose "Flat pricing" or "Variable zone pricing" and follow the instructions under "Regular" above to enter the delivery charges in the spreadsheet.
- Set the shipping price at (4), for example €5.50 or €5. Be sure to use a point as decimal separator, not a comma.
- Enter your Google Maps key (5). You can find this key on the [Google Maps website](#). If you do not have an account, you can create one. For a Step-by-Step guide see our [Google Maps API key Quick Guide](#) (Dutch).
- Save your changes (6).

The screenshot shows a configuration page for 'ServicePoint' delivery. The page has a sidebar on the left with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, and Reports. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right corner. A red circle with the number '6' is placed over the 'Save Config' button. Below the title, there is a dropdown menu set to 'ADVANCED'. The configuration is for 'DHL today' and 'ServicePoint'. The 'ServicePoint' section has the following fields:

- Enabled** [store view]: A dropdown menu set to 'Yes', with a red circle '1' next to it.
- Title** [website]: A text input field containing 'ServicePoint', with a red circle '2' next to it.
- Pricing method** [store view]: A dropdown menu set to 'Flat pricing', with a red circle '3' next to it.
- Flat price** [store view]: A text input field containing '5.00', with a red circle '4' next to it.
- Google Maps API Key** [store view]: A text input field containing 'AlzaSyAV9qjVXDBnVHWwU01bjHO3wjCUXffYz', with a red circle '5' next to it.

Below the API key field, there is a note: 'Please get your Google Maps API key at [developers.google.com](#)'.

Configuring delivery times

Offering specific delivery time frames in your checkout increases conversions, because your customer is in control. Note that this option is only available for consumers within the Netherlands. Also note that you are responsible for providing DHL with your shipments on the correct time and day, so we will be able to deliver within the desired time frame – DHL does not temporarily store your shipments. That is why the plug-in shows you the chosen delivery times and corresponding deadlines for shipping within the order screen, so you will always have a complete overview of your shipping tasks.

Open the Delivery Times menu:

- Activate delivery times by selecting “Yes” in the Enabled dropdown (1).
- Choosing “Yes” in the next dropdown enables delivery times only when all products in an order are in stock (2).
- Choose how many days ahead your customer will be able to choose a delivery time (3).
- Set your transit time (4) – here you can take into account the number of days you typically need to hand over your shipments to DHL.
- Select the days you will be able to ship on (5). Hold the CTRL key to select multiple days.
- Set up until what time (6) your customers should be able to choose the first delivery time so that you can realize the transit time entered at (4).
- Save your changes (7).

The screenshot shows the 'Configuration' page for 'Delivery Times'. The interface includes a sidebar with navigation options: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled 'Delivery Times' and contains several settings, each with a red circle and a number indicating its importance:

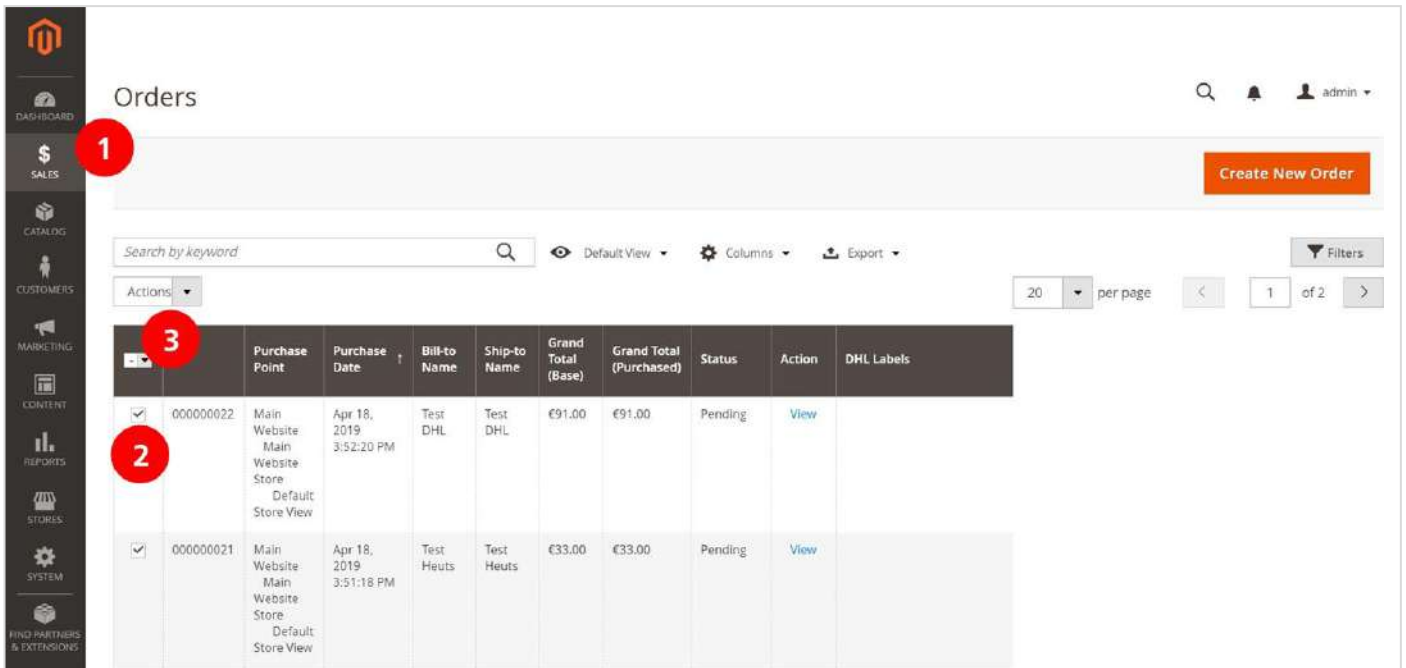
- 1** Enabled (store view): Yes. Enable customers to select their preferred delivery times.
- 2** In stock only (store view): No. Enable delivery times for products in stock only.
- 3** Number of days (store view): Show up to 14 days ahead. Show the number of days ahead of time in the checkout.
- 4** Transit time (store view): Delivered the next day. Expected number of days for delivery.
- 5** Ship on the following days (store view): A list of days (Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday) with Monday through Friday selected.
- 6** Cutoff time (store view): 16:00.
- 7** Save Config button.

Printing labels in bulk

Printing labels from your online store? It just became very easy.

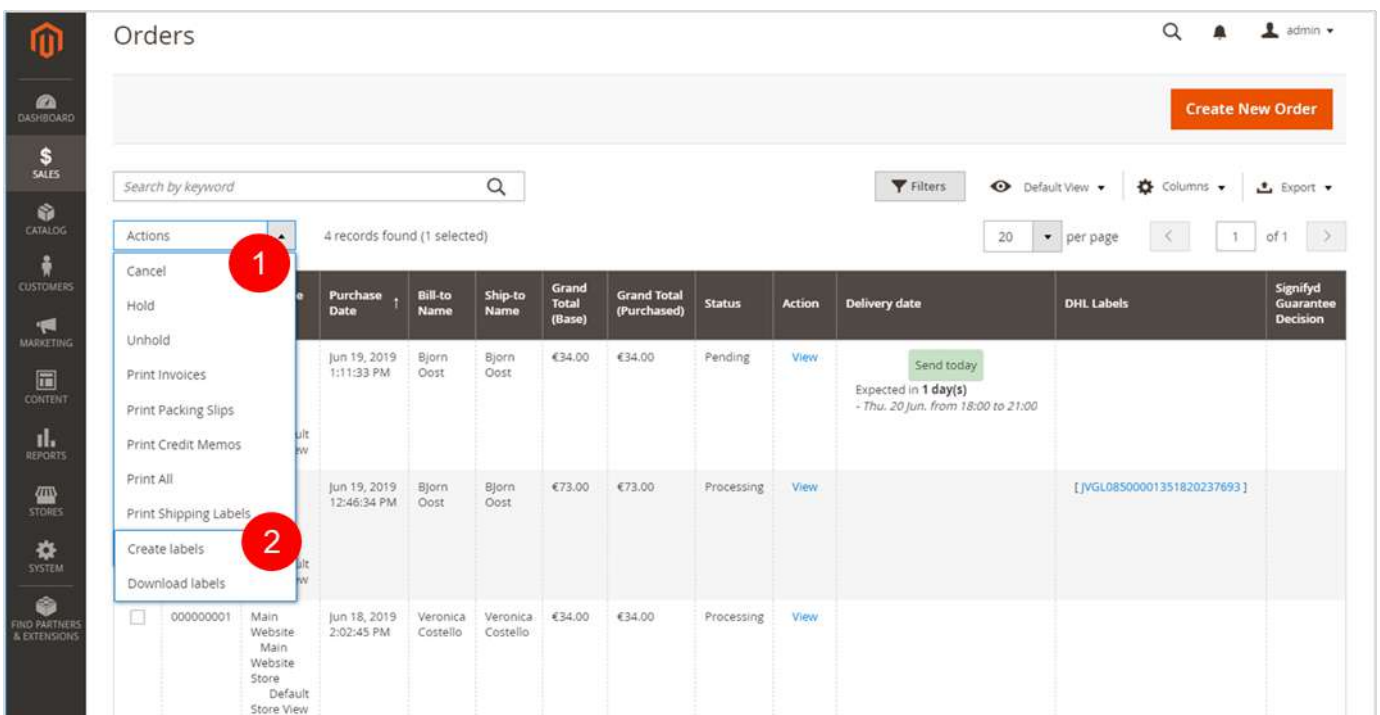
Step 1: Go to your orders

To print the label for your orders, go to the "Sales" menu (1) and select your order list from the menu. Check individual orders (2) or select multiple orders at once (3).



Step 2: Create the shipping labels

Under "Actions" (1), select the "DHL Parcel" option and click "Create labels" (2) to create the shipping labels for the order you selected in step 1.



You will then see a message that the labels have been successfully created. If it is not possible to create a label for one or more orders, you will see an error message here.

In step 3 of chapter "Setting shipping preferences and delivery options" you can choose how you want the error messages to be displayed.

The screenshot shows the 'Orders' page in a web application. At the top right, there is a search icon, a notification bell, and a user profile 'admin'. A prominent orange button labeled 'Create New Order' is located in the top right corner. Below this, a yellow banner contains a success message: 'Successfully created shipments and labels for 1 orders' (marked with a red circle '1') and 'Successfully created shipments and labels for following orders: #000000004'. Below the banner is a search bar with the placeholder 'Search by keyword'. To the right of the search bar are controls for 'Filters', 'Default View', 'Columns', and 'Export'. Below these are 'Actions' and '4 records found' (with a dropdown arrow), and a pagination control showing '20 per page' and '1 of 1'. The main table has the following columns: ID, Purchase Point, Purchase Date, Bill-to Name, Ship-to Name, Grand Total (Base), Grand Total (Purchased), Status, Action, Delivery date, DHL Labels, and Signifyd Guarantee Decision. The first row shows order ID 000000004, purchase date Jun 19, 2019, and status 'Processing'. The 'Delivery date' column for this row shows 'Send today' and 'Expected in 1 day(s) - Thu. 20 Jun. from 18:00 to 21:00'. The 'DHL Labels' column contains the label number '[JVL08500001651085612208]'. A red circle '1' is placed over the 'Actions' dropdown menu.

Step 3: Print the shipping labels

Under "Actions" (1), select the "DHL Parcel" option and then click "Print labels" (2) to print the shipping labels in PDF format.

This screenshot shows the same 'Orders' page as above, but with the 'Actions' dropdown menu open. The menu items are: Cancel, Hold, Unhold, Print invoices, Print Packing Slips, Print Credit Memos, Print All, Print Shipping Labels, Create labels, and Download labels. A red circle '1' is placed over the 'Actions' dropdown arrow. A second red circle '2' is placed over the 'Print Shipping Labels' option. The table below shows three rows of order data. The second row (ID 000000000) has a status of 'Processing' and a 'DHL Labels' value of '[JVL08500001351820237693]'. The third row (ID 000000001) has a status of 'Processing' and a 'DHL Labels' value of '[JVL08500001351820237693]'. The 'Delivery date' column for the second row shows 'Send today' and 'Expected in 1 day(s) - Thu. 20 Jun. from 18:00 to 21:00'. The 'Actions' column for the second row shows a 'View' link.

Printing individual labels

Do you prefer to print labels individually? Then click on the order for which you wish to print a label. Choose "Ship" (1) to choose the shipping options and then print the label. You can also change the address information in this order summary if necessary.

The screenshot shows the order management interface for order #000000023. At the top, there is a search bar, a notification bell, and a user profile for 'admin'. Below this is a navigation bar with buttons: 'Back to register or connect an account', 'Cancel', 'Send Email', 'Hold', 'Invoice', 'Ship' (highlighted with a red circle and the number 1), 'Reorder', and 'Edit'. The main content area is divided into two columns. The left column is titled 'ORDER VIEW' and contains a list of options: 'Information', 'Invoices', 'Credit Memos', 'Shipments', and 'Comments History'. The right column is titled 'Order & Account Information' and contains two sections: 'Order # 000000023 (The order confirmation email was sent)' and 'Account Information'. The 'Order # 000000023' section includes fields for 'Order Date' (Apr 18, 2019, 4:09:06 PM), 'Order Status' (Pending), 'Purchased From' (Main Website, Main Website Store, Default Store View), and 'Placed from IP' (10.2.0.5). The 'Account Information' section includes fields for 'Customer Name' (Guest), 'Email' (petra.heuts@dhl.com), and 'Customer Group' (NOT LOGGED IN).

Choose your shipping options

At the bottom of the page you can see the shipping options your customer has chosen. You can modify and add to them. At the top, you can switch between delivery to a business or private recipient (1). The delivery options are then displayed automatically. Under (2) you can change the delivery method, and under (3) you can add additional services. All set? Then create the shipping label (4).

The screenshot shows the shipping options configuration interface. At the top, there are two radio buttons: 'private' (selected) and 'business'. Below this is 'Step 2 Delivery method' with three options: 'DHL service point' (selected), 'At the door', and 'In the mailbox'. Below that is 'Step 3 Extra services' with a list of options: 'Reference' (filled with '000000023'), 'Reference 2', 'Return label', 'Extra Assured', 'Signature on delivery', 'Evening delivery (6 p.m. to 8 p.m.)', and 'No delivery to neighbour'. At the bottom is 'Step 4 Package choice' with a dropdown menu set to 'SMALL OKG - 20KG (max L80 W50 H35 cm)'. A red circle with the number 4 highlights the 'Submit Shipment' button.

This will make it much easier to ship packages in the future. You have successfully installed the plug-in. Still have questions? Feel free to send us an [e-mail](#).

Frequently Asked Questions

Do you have questions about the Magento 2 plug-in? We are 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 is included in the list below. If you can't find what you're looking for, contact us by [e-mail](#).

Q: Is the DHL plug-in compatible with all Magento 2 versions?

A: The DHL plug-in for Magento 2 is compatible with Magento 2.1.x and higher. A separate plug-in has been developed for Magento 1.

Q: What size of labels can I print using the plug-in?

A: The size of the labels in the plug-in is currently 10 x 21 cm. In the future, the size will change to 10 x 15 cm.