

# USER MANUAL

## DHL eCommerce Shopify Connector and plugin



## Introduction

DHL eCommerce offers Shopify web shops a connector and plugin. With a Shopify webshop there are 2 options to connect and generate your labels.

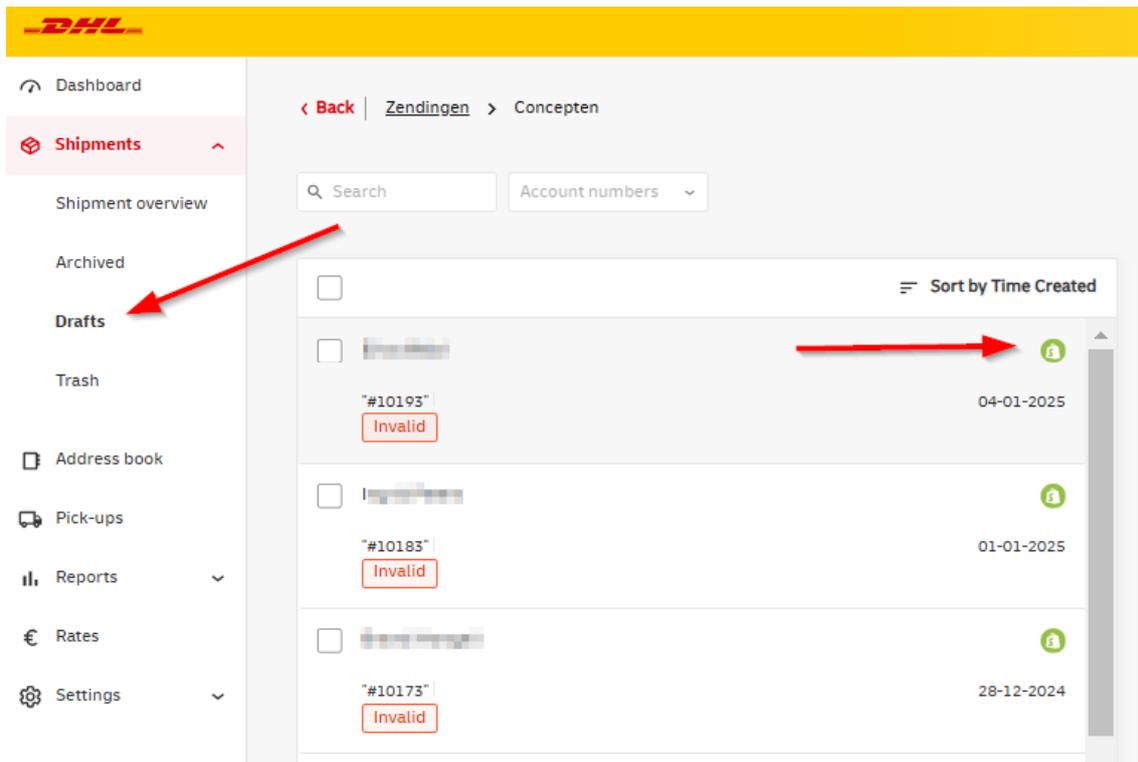
In this manual we explain to you how you can set up the connector or plugin.

### Differences between the connector and the plugin.

#### Option 1: Shopify Connector

With the Shopify connector, when an order arrives in your Shopify webshop, Draft shipments are automatically placed in your web portal (<https://my.dhleCommerce.nl/account/sign-in>) and from there you can generate a label.

You will find the DRAFT shipments here:



As soon as you generate a label from the Drafts, the shipment is added to the shipment overview. You then look at drafts again as soon as new orders arrive in Shopify. Once the label has been generated, the tracking number (JVGL...) will automatically be placed back in the order in Shopify.

It is possible to automatically provide a certain service for every concept shipment. For example: Mailbox package or Message to recipient (a tracking email will be send to your customer immediately after generating the label). The order number in Shopify is automatically included as a reference in the shipment.

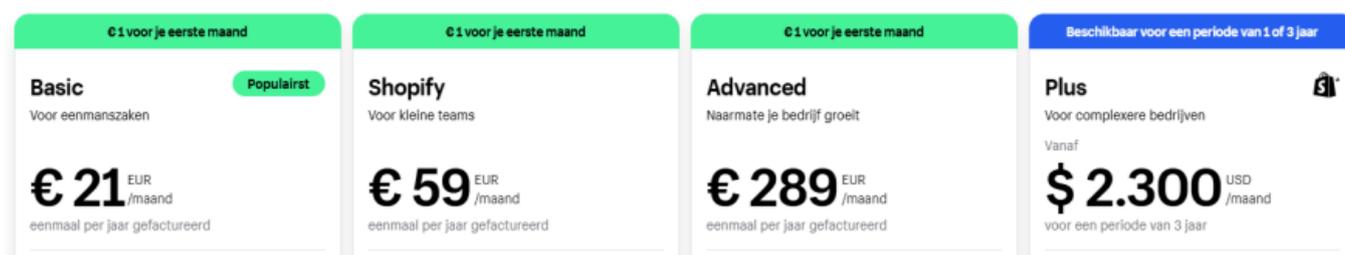
This connector does not have the option to offer the Parcelshop service or other services in your checkout.

## Option 2: Shopify plugin

With the Shopify plugin you can generate the labels from the order list in Shopify itself. The orders will then not appear as a draft in our web portal, but will appear in the sent shipments in your web portal, after generating the label from the order list in Shopify.

In the configuration of the plugin it is possible to create bulk profiles, with which you can add a specific service to the shipments for multiple orders. It is also possible to show additional services in the checkout.

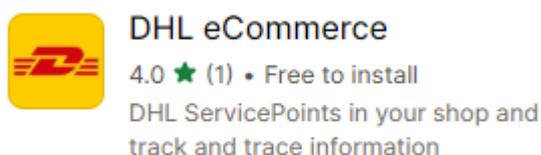
**Important:** The option to offer services in Your Shopify checkout only works if you have an Advanced Shopify or Plus plan subscription.



The main difference between the connector and the plugin is that with the connector the labels are created from the Drafts in your web portal and with the plugin from the order list plugin in Shopify itself.

## Integration steps:

Before you start configuring the plugin or connector, it is important to install the DHL app in the Shopify environment:



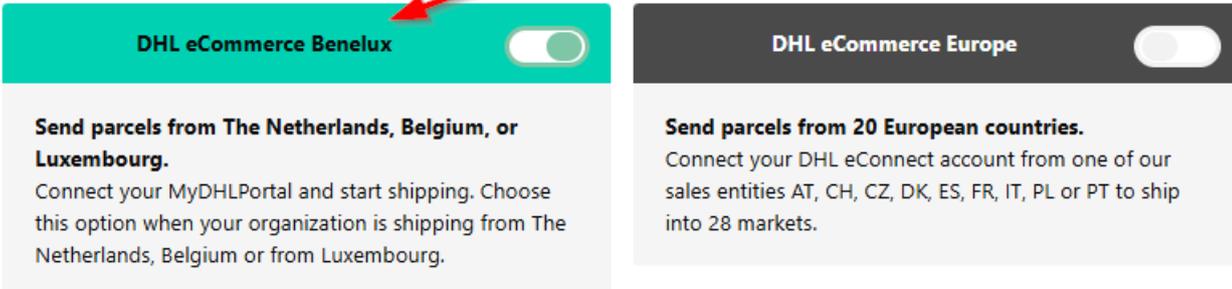
After installation, click here on change mode:



Next step is to select DHL eCommerce Benelux:

**From which country are you shipping from?**

To make sure you are using the correct DHL services, choose your DHL eCommerce entity below. Contact your DHL account manager if you are unsure.



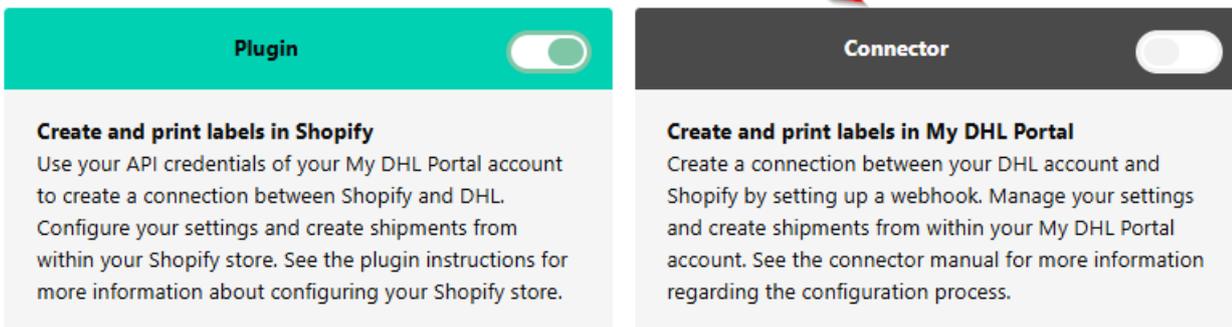
The screenshot shows two toggle options. The first, 'DHL eCommerce Benelux', is highlighted in teal and has a red arrow pointing to its toggle switch, which is turned on. The second, 'DHL eCommerce Europe', is in a dark grey box with a greyed-out toggle switch.

DHL eCommerce Benelux	DHL eCommerce Europe
<b>Send parcels from The Netherlands, Belgium, or Luxembourg.</b> Connect your MyDHLPortal and start shipping. Choose this option when your organization is shipping from The Netherlands, Belgium or from Luxembourg.	<b>Send parcels from 20 European countries.</b> Connect your DHL eConnect account from one of our sales entities AT, CH, CZ, DK, ES, FR, IT, PL or PT to ship into 28 markets.

Then you choose here whether you will use the plugin or connector:

**How do you want to use this app?**

This can still be changed later.



The screenshot shows two toggle options. The 'Plugin' option is highlighted in teal and has a red arrow pointing to its toggle switch, which is turned on. The 'Connector' option is in a dark grey box with a greyed-out toggle switch. A red arrow also points to the 'Connector' option.

Plugin	Connector
<b>Create and print labels in Shopify</b> Use your API credentials of your My DHL Portal account to create a connection between Shopify and DHL. Configure your settings and create shipments from within your Shopify store. See the plugin instructions for more information about configuring your Shopify store.	<b>Create and print labels in My DHL Portal</b> Create a connection between your DHL account and Shopify by setting up a webhook. Manage your settings and create shipments from within your My DHL Portal account. See the connector manual for more information regarding the configuration process.

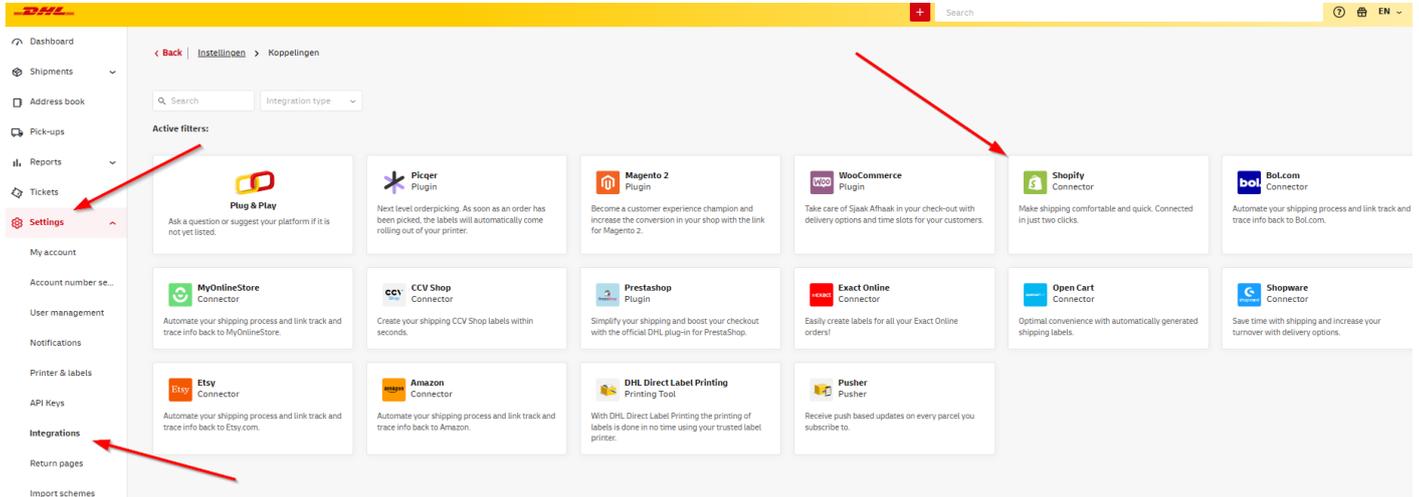
Set the desired option, connector or plugin, to “enabled”.

Then choose “save”.

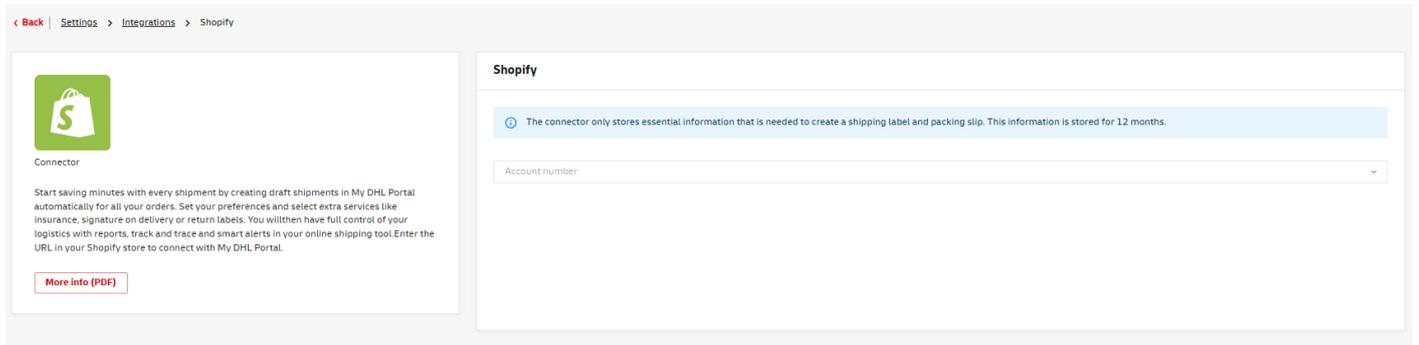
## Configuration Shopify connector:

When you log in to our web portal <https://my.dhleCommerce.nl/account/sign-in> , you will see the Shopify connector in “Settings” and then “Integrations”.

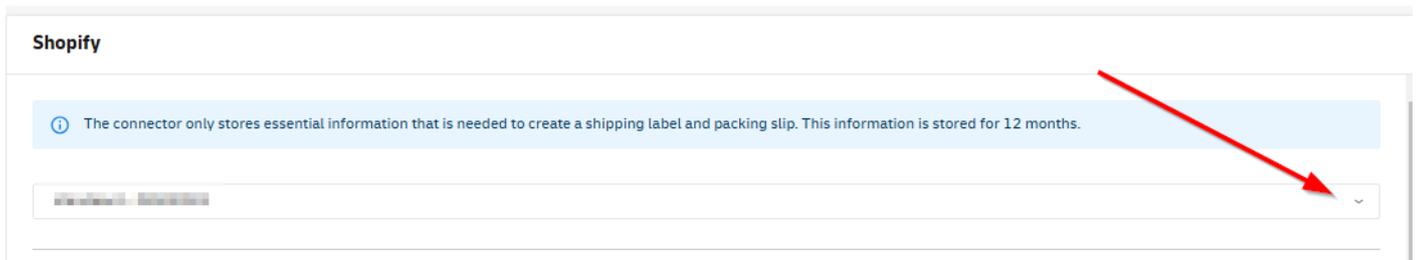
**Important:** You do not need any API credentials to use this connection.



As soon as you click on the Shopify connector button, the following screen will open:



Now click on the pull-down menu with account number(s) and choose the account number your will use for this connection.



As soon as you have selected the account number, several other options will appear below.

## Packing slips:

### Packing slips

Your packing slips will be retrieved from your webshop in order to print them together with your shipping labels.

Import packing slips

## Select your shipping address:

### Shipping address

This address will appear on the label as the shipping address.

✕ ▾

## Select if your receivers are privat or business addresses:

### Recipient type

Select your recipient type (optional).

✕ ▾

Select a service here that you want to include as standard in a draft shipment.

This means that if you (for example) do not want us to deliver your parcels to neighbors (only to private individuals within the Netherlands), this service will be included as default in all draft shipments that arrive. This can, of course, still be adjusted in the concepts per shipment in our web portal.

If you set this up for the standard extra services and the service does not exist in the country where the order comes from, you will receive a message in this draft shipment. In Germany, for example, “delivery to neighbors not allowed” is not an available service, so you will see a warning.

### Default extra services

Select default services that always appear on the label if possible. When a service is not available for a specific destination you will receive a notification for the draft label, so you can quickly adjust it yourself.

Age check 18+  Evening delivery (5.30 PM to 9.30 PM)  Delivery with code  At the door  Signature on delivery  Same-day delivery  In the mailbox  Shipment insurance  No delivery to neighbour

Return label  Message to the recipient  Saturday delivery (9 a.m. to 3 p.m.)

You can also enable the same services in the optional shipping options, but for countries where that service does not exist, there will be no notification in the draft shipment.

### Optional extra services

Select optional services that will appear on the label if possible for a specific destination. You can still adjust these services for each draft label.

Age check 18+  Evening delivery (5.30 PM to 9.30 PM)  Delivery with code  At the door  Signature on delivery  Same-day delivery  In the mailbox  Shipment insurance  No delivery to neighbour

Return label  Message to the recipient  Saturday delivery (9 a.m. to 3 p.m.)

So: when you choose “don’t deliver at neighbours” and an order from Germany is in your draft shipments, you will not receive notice that the service is not available in Germany. You will receive a label to ship the parcel, but it will not contain this service.

You need the webhook to create a link with your Shopify webshop:

Webhook	<code>https://connector.dhlparcel.nl/api/V3/webhook/c2hvcGlmeS9INDVIMjFIYi01YTY3LTRjNzUtOTYzZi00NjlyOGRmNmNWETOGQxNjFhOTRjM2VjLzA4NTAwMDAx/0/b7fe138457359427ebe04be1e3fe78af659009a6</code>
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Make a copy off the webhook  and paste it into the configuration in our App, as below:

## My DHL Portal

Automatically create drafts in My DHL Portal for your Shopify orders.

### Webhook URL

`https://connector.dhlparcel.nl/api/V3/webhook/c2hvcGlmeS84MWQyMzVjZC0wZmVjLTRiMGMtYTRmNS0wNDhjNjdhZWlxNGQvZTkyOTY0MmUtM2RhMy00NjZiLTg0Y2UtM2`

Retrieve your Webhook URL from your My DHL Portal integration menu :

Change your Webhook URL

After generating the label the tracking number created for the shipment, can also be put back in your order in Shopify if you turn this on in “Track and Trace”.

## Track and Trace

Orders synced with the [DHL Connector for Shopify](#) can automatically update the tracking when a label is created in My DHL Portal.

### Setup track and trace updates

Unfulfilled orders: Create a new fulfillment with tracking information

Fulfilled orders: Update an existing fulfillment with tracking information if no tracking information has been set yet



In your MYDHLPORTAL environment the draft shipments are available and can be used to generate a shipping label. If you like to be able to see these draft shipments in your other MYDHLPORTAL accounts, we can enable this for you.

If you any questions please send us a email: [eCommercesales.applicationsupport@dhl.com](mailto:eCommercesales.applicationsupport@dhl.com)

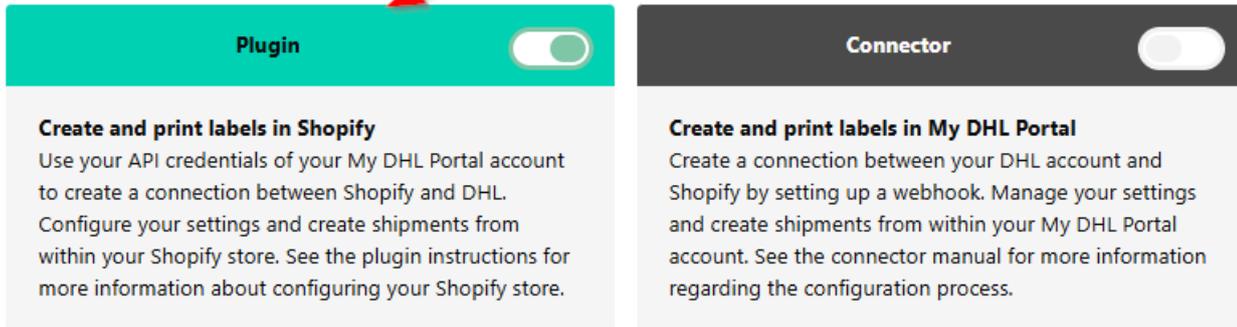
### Configuration Shopify Plugin:

To use the plugin you need the API option in our web portal. If you don't have that option in your settings, please email us at: [eCommercesales.applicationsupport@dhl.com](mailto:eCommercesales.applicationsupport@dhl.com)

If you want to use the plugin, add this option in our APP in Shopify:

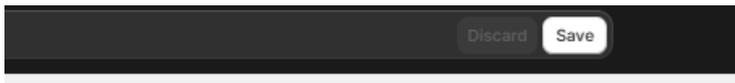
#### How do you want to use this app?

This can still be changed later.



The screenshot shows two configuration cards. The left card, titled 'Plugin', has a teal header and a toggle switch that is turned on. Below the header, it says 'Create and print labels in Shopify' and provides instructions on using API credentials to connect Shopify and DHL. The right card, titled 'Connector', has a dark grey header and a toggle switch that is turned off. It says 'Create and print labels in My DHL Portal' and describes setting up a webhook. A red arrow points from the top of the Plugin card towards the Connector card.

Save:



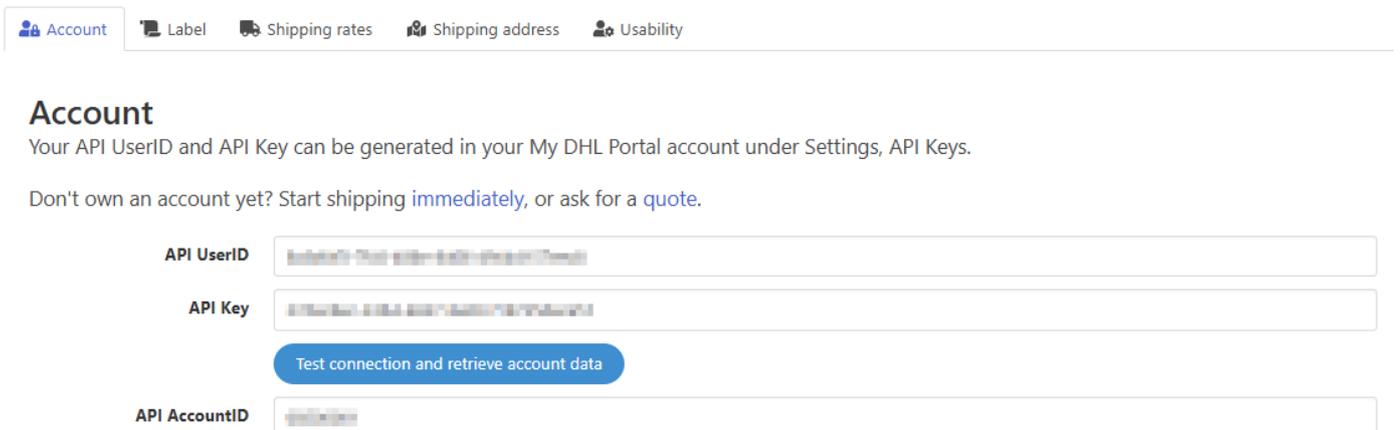
A dark grey bar containing two buttons: 'Discard' and 'Save'.

Click on settings:



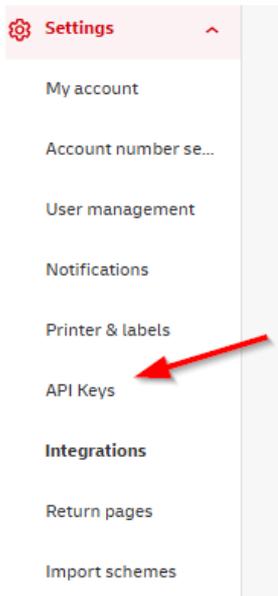
A yellow navigation bar with the DHL logo on the left and three menu items: 'Settings', 'Change mode', and 'Feedback'. A red arrow points to the 'Settings' item.

The following configuration screen opens:



The screenshot shows a navigation menu with 'Account', 'Label', 'Shipping rates', 'Shipping address', and 'Usability'. Below the menu, the 'Account' section is active. It contains the text: 'Your API UserID and API Key can be generated in your My DHL Portal account under Settings, API Keys. Don't own an account yet? Start shipping immediately, or ask for a quote.' There are three input fields: 'API UserID' (containing a masked value), 'API Key' (containing a masked value), and 'API AccountID' (containing a masked value). A blue button labeled 'Test connection and retrieve account data' is positioned between the API Key and API AccountID fields.

Login in our web portal and click on Settings and then on API keys:



Select:



Enter a name and click Create API key. If you want to start by testing first, you should enable Sandbox.

**IMPORTANT:** When you start with live shipments, it is very important that you generate new API credentials without enabling Sandbox.



Close

Enter the API key that you see on the screen as indicated below, after which the API Account ID is automatically filled with your account number (after clicking on test connection).

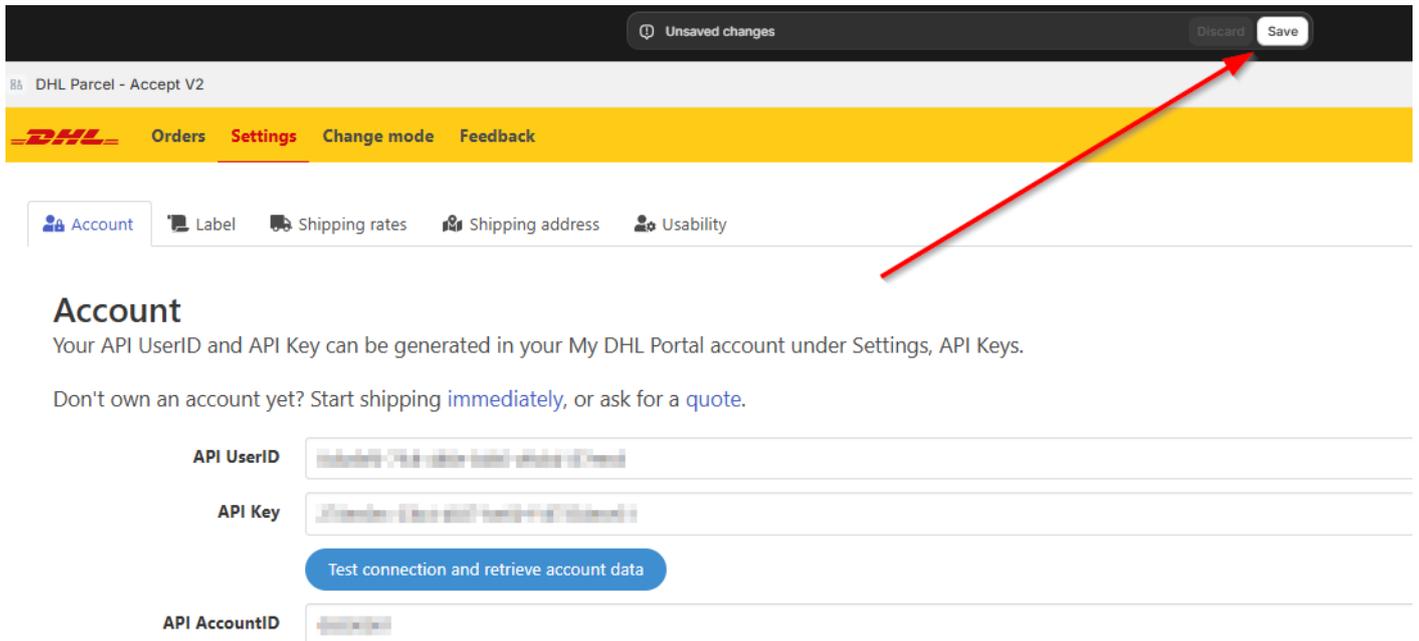
## Account

Your API UserID and API Key can be generated in your My DHL Portal account under Settings, API Keys.

Don't own an account yet? Start shipping [immediately](#), or ask for a [quote](#).



Select Save:



Unsaved changes Discard Save

DHL Parcel - Accept V2

DHL Orders Settings Change mode Feedback

Account Label Shipping rates Shipping address Usability

### Account

Your API UserID and API Key can be generated in your My DHL Portal account under Settings, API Keys.

Don't own an account yet? Start shipping [immediately](#), or ask for a [quote](#).

API UserID

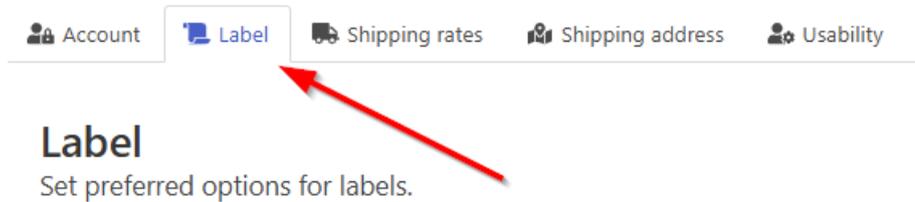
API Key

[Test connection and retrieve account data](#)

API AccountID

## LABEL

Select the tab "Label"



Account Label Shipping rates Shipping address Usability

### Label

Set preferred options for labels.

Here you have the option to enable that the ordernumber is printed as reference on the label.

### Label

Set preferred options for labels.

Add order number as reference

### Return label:

With this option you can receive a return label for every label you create, if the destination offers a return service.

Always enable return label if available

### Bulk profiles:

When you add a bulk profile, you have the option to use default settings per destination country, of course based on the availability of the specific services in this country.

[Add new bulk profile](#)

For example, the setting of Signature for Delivery for all your shipments to Belgium:

Enable

Available services based on receiver country

Belgium

Shipment type

Send to private address

Delivery type

Default

Service options

Enable  Required  Print extra label for return shipment

Enable  Required  Saturday delivery

Enable  Required  Signature on delivery

Size and weight

SMALL ( 0-10 kg, 80x60x50 cm )

If you have orders in your order list, you can use this bulk profile to generate labels for those orders.

Order	Date	Customer	Payment status	Fulfillment status	Items	Delivery method
<input checked="" type="checkbox"/> #1287	2025-01-16	test tsst	Paid	Fulfilled	2 items	Home delivery
<input type="checkbox"/> #1286	2025-01-15	tet	Paid	Fulfilled	1 item	Thuislevering
<input checked="" type="checkbox"/> #1285	2025-01-13	test test	Paid	Fulfilled	1 item	Thuislevering

NOTE: Once you have generated the labels, at this point you have to reselect the orders to print the labels. In the near future this extra step will no longer be necessary.

## Shipping Rates

In the tab “Shipping rates” you can configure your webshop checkout with services.

**DHL** Orders Settings Change mode Feedback

Account Label Shipping rates Shipping address Usability

### Shipping rates

To activate calculated shipping rates, your store needs to be on the Advanced Shopify or Plus plan.

Edit regions Nederland Benelux Europa

Rates apply for the countries:

NL

Be aware this works only with the Shopify subscriptions: “Advanced” and “Plus”.

Basic	Shopify	Advanced	Plus
€1 voor je eerste maand	€1 voor je eerste maand	€1 voor je eerste maand	Beschikbaar voor een periode van 1 of 3 jaar
<b>Basic</b> Voor eenmanszaken	<b>Shopify</b> Voor kleine teams	<b>Advanced</b> Naarmate je bedrijf groeit	<b>Plus</b> Voor complexere bedrijven
<b>€ 21</b> EUR /maand eenmaal per jaar gefactureerd	<b>€ 59</b> EUR /maand eenmaal per jaar gefactureerd	<b>€ 289</b> EUR /maand eenmaal per jaar gefactureerd	Vanaf <b>\$ 2.300</b> USD /maand voor een periode van 3 jaar

At this moment it is not possible to configure different checkout shipping costs for different countries. We are still working on improving this shipping option.

If you have only orders from The Netherlands, you can configure the services you want to add in the checkout. For example: Parcelshop Delivery or Home Delivery with shipping costs (price).

## Shipping rates

To activate calculated shipping rates, your store needs to be on the Advanced Shopify or Plus plan.

[Edit regions](#) **Nederland** Benelux Europa

Rates apply for the countries:

NL

### ServicePoint



Title Parcelshop Delivery

Display a custom title. Leave empty for default

Number of suggestions 5

Amount of nearby ServicePoint locations shown in the check out

Price € 5

### Cart rules

[Add a cart rule](#)

⬆ If **Cart total** exceeds € 25 then **Change price to** € 0 [Remove](#)

### Standard



Title Home Delivery

Display a custom title. Leave empty for default

Your customers will see these services in the checkout and can choose the desired service.

### Shipping method

<input checked="" type="radio"/> <b>Gratis</b>	FREE
<input type="radio"/> <b>DHL Pakketautomat</b>	€4.00
<input type="radio"/> Parcelshop Delivery · Cleveron Atoomweg Atoomweg 30, 3542AB, Utrecht (284m)	€5.00
<input type="radio"/> Parcelshop Delivery · Ambachtelijke Schoenmakerij Muis Londenstraat 136, 3541CB, Utrecht (454m)	€5.00
<input type="radio"/> Parcelshop Delivery · DHL Pakketautomat Cleveron Atoom Atoomweg 30, 3542AB, Utrecht (454m)	€5.00
<input type="radio"/> Parcelshop Delivery · DHL Pakketautomat Keba Atoomweg Atoomweg 30, 3542AB, Utrecht (454m)	€5.00
<input type="radio"/> Parcelshop Delivery · DHL ServicePoint Hoofdkantoor Reactorweg 25, 3542AD, Utrecht (490m)	€5.00
<input type="radio"/> Home Delivery	€6.00
<input type="radio"/> Dont deliver at neighbours	€7.00

**PLEASE NOTE:** not all countries have the same services available to offer in the checkout.

## SHIPPING ADDRESS

In the shipping address you enter the address information that should appear on the label as the sender.

It is important that this is a correct and complete street address in the country (The Netherlands or Belgium) that you are shipping from. The use of a PO Box address or an address in a different country is not allowed!

 [Orders](#) [Settings](#) [Change mode](#) [Feedback](#)

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[Account](#) [Label](#) [Shipping rates](#) [Shipping address](#) [Usability](#)

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### Shipping address

Fill in the details of your shipping address.

<b>Company name</b>	<input type="text" value="DHL"/>
<b>First name</b>	<input type="text" value="Johan"/>
<b>Last name</b>	<input type="text" value="Shopify"/>
<b>Street name</b>	<input type="text" value="Reactorweg"/>
<b>House number</b>	<input type="text" value="25"/>
<b>House number addition</b>	<input type="text" value="House number addition"/>
<b>Postal code</b>	<input type="text" value="3542 AD"/>
<b>City</b>	<input type="text" value="Utrecht"/>
<b>Country</b>	<input type="text" value="Netherlands"/>
<b>Email address</b>	<input type="text" value="Email address"/>
<b>Phone number</b>	<input type="text" value="Phone number"/>

## Usability

In the Usability tab you can link a zebra label printer to the plugin. This is only possible with a Zebra label printer (ZPL-203DPI).

If you install this <https://my.dhlparcel.nl/dlp/download/win/latest> and configure your Zebra label printer, you can select it here.

**Usability**

**Direct Print**

In order to use this feature, you need the DHL Direct Label Printing software, which can be found in your My DHL Portal account under Settings, Integrations. The tool only works with Zebra/ZPL label printers that support 203dpi. The user manual for this software can be found [here](#).

Use this printer: DHL Direct printing

Send print jobs to this printer

Default for Shopify order list: SMALL labels [NL] - private []

Default for DHL order list: SMALL labels [NL] - private []

Now printing from the order list is easier and faster. The label will be sent directly to the zebra label printer.

## Printing labels from Shopify orders

You can now generate labels from the Shopify order list in our plugin.

**DHL** Orders Settings Change mode Feedback

You will then see all your orders that have arrived there.

<input type="checkbox"/>	#1277	2024-11-04	Johan DHL	<input checked="" type="radio"/> Paid	<input type="radio"/> Unfulfilled	1 item	Niet bij Buren	Reactorweg 25
<input type="checkbox"/>	#1276	2024-11-04	Johan DHL	<input checked="" type="radio"/> Paid	<input type="radio"/> Unfulfilled	2 items	Thuislevering	Reactorweg 25

When you select a order:

<input checked="" type="checkbox"/>	#1277	2024-11-04	Johan DHL	<input checked="" type="radio"/> Paid	<input type="radio"/> Unfulfilled	1 item	Niet bij Buren	Reactorweg 25
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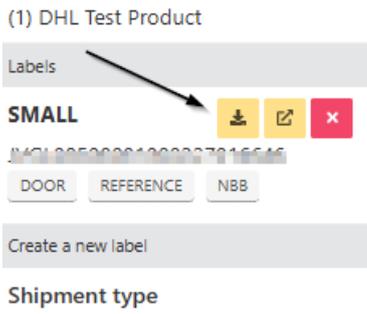
On the right of the screen, you will see the optional services that you can select before generating the label:

The screenshot shows the 'Order #1277' interface. At the top, it says '(1) DHL Test Product' and 'Create a new label'. Under 'Shipment type', 'Consumer' is selected. Under 'Delivery method', 'Door delivery' is selected. In the 'Extra services' section, several options are listed with checkboxes: 'Reference' (checked), 'Reference 2', 'Message to the recipient', 'Same-day delivery', 'Print extra label for return shipment' (checked), 'All risks insurance', 'Signature on delivery', 'Evening delivery', 'No neighbour delivery' (checked), 'Age check 18+', and 'Secure delivery by code'. Under 'Size and weight', there are three radio button options: 'SMALL ( 0-10 kg, 80x60x50 cm )' (selected), 'SMALL\_MEDIUM ( 10-20 kg, 80x60x50 cm )', and 'MEDIUM ( 20-31 kg, 180x100x50 cm )'. At the bottom, there is a 'Create label' button.

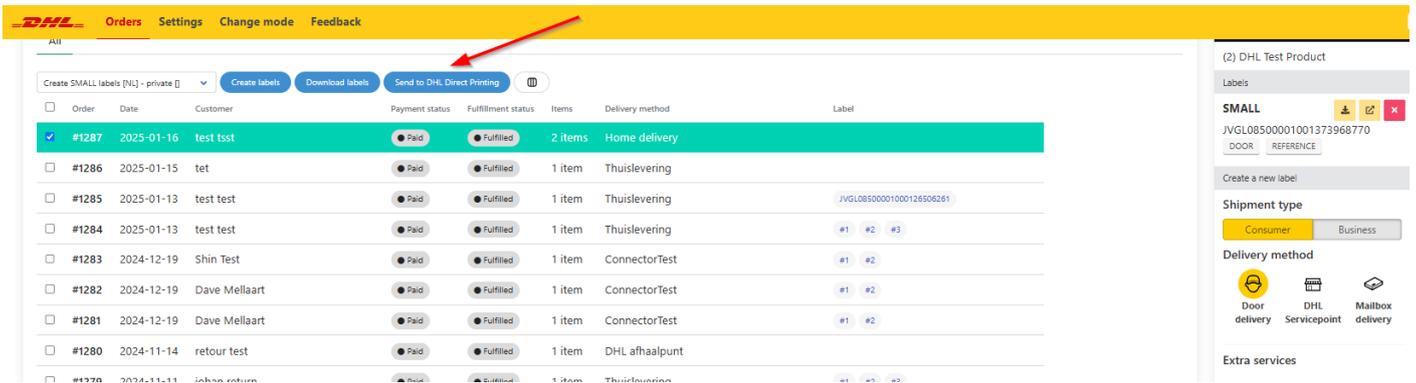
You can create the label with the create label button:

This close-up shows the 'Size and weight' section. Three radio button options are visible: 'SMALL ( 0-10 kg, 80x60x50 cm )' (selected), 'SMALL\_MEDIUM ( 10-20 kg, 80x60x50 cm )', and 'MEDIUM ( 20-31 kg, 180x100x50 cm )'. Below these options is a blue 'Create label' button. A black arrow points from the top right towards the 'Create label' button.

You can then open the label in PDF at the top:



When you use the direct print tool (explained in Usability) an extra button will be available here:



You must select the order again and click “Send to DHL Direct Printing”.

For all your questions, please do not hesitate to contact us on:

[eCommercesales.applicationsupport@dhl.com](mailto:eCommercesales.applicationsupport@dhl.com)