



DHL Express ®

PRESTASHOP GATEWAY MODULE

USER GUIDE

1. PREREQUISIT

Module built for version 1.6 and v.1.7 (backward compatibility)

To install, please insure to run a version listed above on your back office

*Check on top of screen besides the prestashop logo !
or in Menu / Advanced parameters / informations)*

To install, please follow Prestashop guidelines.

Upload your file via the Menu / Modules function "Add a new module"

Upload the zip version

*Once zip file uploaded, module will be part of the module list , click on Install
Then "Configure" as follow*

You will need a DHL account to go further.

(To get a DHL account, go to : dhl.fr)

/\ IMPORTANT :

Module installation will create automatically the necessary carriers "MANDATORY" to use your DHL API onto your webshop.

Please do not remove it.

4 carriers will be created for the DHL services provided (domestic, international...).

Viewable on main menu : Carriers

Please do not remove it or disable it otherwise your dhl carriers won't appears on your front office page.



!\ IMPORTANT :

Phone number is mandatory for DHL API process

Please insure that the option "phone number" is enable & mandatory on front office during Address registration process.

To check, please go to :

- . **Version 1.7** : SALES / CUSTOMERS / ADDRESSESS a button at the bottom of the page is available to "configure the required field for this section"
- . **Version 1.6** : PREFERENCES / CLIENTS (a switch button is available for option "Phone number is mandatory" = Yes)

In case of any assistance needed :



or visit our FAQ Pages : [DHL Ecommerce Help for Prestashop](#)



2. TESTING CONFIGURATION & LIVE ENVIRONMENT

DHL will provide 2 accounts for testings & live production mode.
The live one is linked with your company account to be charged for any parcel sent thanks to the label edition function provided by this module.

However for testings needs, you can use the "Test" environment !
This configuration allow to get the right quotation on front office or on back office while editing a label as the account is also linked your real contract.

For pick up simulation, commercial invoice edition, manifesting... the account is not linked to anything not to disturb DHL processes.

!/ \ Don't forget to save after each step!

NB : the "check credentials" button allows you to verify if your DHL account is really synchronized.
Don't forget to save it, too !



3. FRONT OFFICE CONFIGURATION

By default, module installation will create 4 carriers in your Prestashop current offer.

This 4 carriers should ALWAYS be 'active' either you choose to use the DHL prices from your company contract or if you prefer to use the prestashop native carriers function.

USE DHL PRICES FOR MY CARRIERS :

. NO !

If you choose to use your personal carrier grid, with your carrier zones and countries... rates, you can turn the module on "NO" for the input "Use DHL Prices for my carriers".

Therefore, you can configure your customized carriers.

Insure to configure prices & text for the display.

By saying NO, you just impact the front office display for the carrier offer.

You will still be able to request the right DHL prices on Back office while editing the label.

On back office you will always get your personal quotation for any shipment despite this front office configuration.

. YES !

If you choose yes, your personal DHL quotation & services will be displayed in a list.

You can to activate or disable each service one by one to build your front office offer.

When activating a service on Front office, your online customer will have displayed the same quotation for service & price, if it was you.

Same rate on quotation than you can have according to your DHL Account !

Or you can choose to "weight" your prices by adding a majoration (amount or percentage).

!/\ Don't forget to save after each step!



4. BACK OFFICE CONFIGURATION

In this Back office configuration part there will be 2 different types of info to submit :

- . Those mandatory to make it run
- . Those to ease the webmaster to fulfill his info before editing a label.

Going down the screen through each block, you will prepare your coming label edition, pickup request, manifest..

Each configuration could be specified by shop if you use the multistore option of Prestashop.

And within a shop, you can also forecast to send parcel from anywhere in the world by using another "sender address".

a. Mandatory info to fulfill in Back office configuration tab

to make the module running in front office & back office, you must fulfill this data :

- . **Origin country of the DHL account owner** (to set the right dhl account number for customs, duty and tax necessary for international shipping)
- . **Default sender address** (to set the origin country for shipping, to get a quotation & available services & to prepare info for pick up request, incoterms & taxes & customs)
- . **Default package settings** (to configure the system of units & to set at least a default weight & dimensions of your parcels in case of your products don't have any info. It is mandatory to get a quotation)

b. Other settings (not mandatory)

to help everyday life operations on back office.

- . **Default extracharges**
- . **Adress book**
- . **My packages**

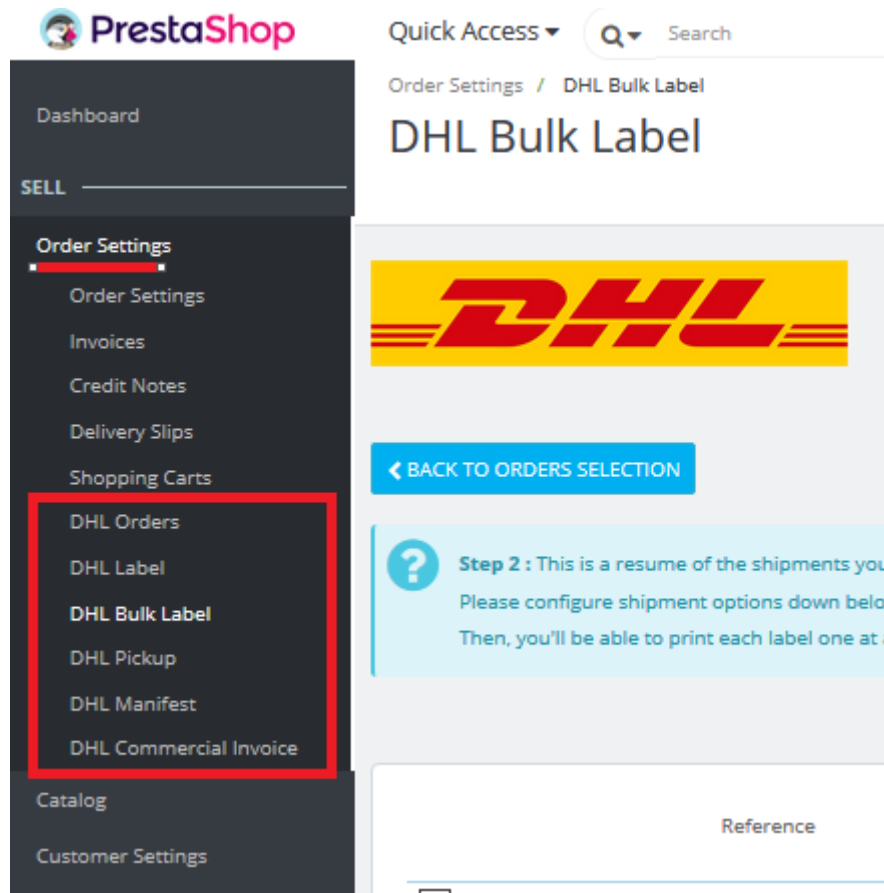
Informations registered here will go directly into label edition, in different inputs to help the fulfilment of each filed while editing a label or pickup request.

The info can be modified at any time while editing the label or back into module configuration.

/\ Don't forget to save after each step!



5. EVERYDAY LIFE OPERATIONS ON BACK OFFICE



In the main menu, you will find access to everyday life necessary functions :

a. DHL Orders

A webform gathering all the orders using a DHL carriers in a clear list (with search function...)

Thanks to this webform you can : Create, edit, delete a DHL Label to send your parcel. Despite your choice to produce your DHL Prices on front office or not, in this Label creation, you will have the "real " quotation & services request link to your personal account. You will choose in between all the services you are eligible to, to print the right label at the right price (including extracharge or not such as insurance)...

You can also edit your commercial invoice for an international shipping & even print the return label to propose to your customer

Thanks to this webform you will also have the latest status of the tracking order thanks to a button request or by adding a Crontask on your hostings.

b. DHL Label

A webform to print a "free/generic" label without being linked to any prestashop order ! To ease business needs (a new parcel in case of customer specific needs, a return.. or even a personal parcel), this function will help to edit any label at any time, not link to a previous order.



c. DHL Bulk Label

You can choose a selection of different orders to edit label with a shared configuration for each of the orders to ship. You configure a "parcel type" and you can edit X labels in a row.

d. DHL Pickup

If you don't have already organise a regular pickup at your office, you can ask at anytime !
A DHL Crewmember will popup at the day & time you will request it to get all your parcels to ship.

(in case of a regular pickup included in your contract, no need to ask !)

e. DHL Manifest

This function allow you to edit your list of shipping to provide to the DHL member when picking up your parcels.

Or just to have a proof of your shipping & have an overview of your expenditures.