



DHL Express Rates extension for Magento® 2: Setup guide

This document covers the **installation, setup, and configuration** of the DHL Express Rates extension.



Installation, setup, and configuration

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1 Requirements

The following requirements must be met for the smooth operation of the extension.

1.1 Magento®

The most recent versions of the following Magento® editions are supported:

- Community Edition 2.1+, 2.2+
- Enterprise Edition 2.1+, 2.2+

1.2 PHP

These PHP versions are supported by the extension:

- PHP 5.6, 7.0, 7.1

PHP version requirements

Please also note the PHP requirements of Magento® itself:

- <https://devdocs.magento.com/guides/v2.2/install-gde/system-requirements-tech.html>



2 Hints and general information

2.1 Creating shipments / labels

The module only displays the available DHL Express rates in the checkout and allows the customer to select the desired product. It does **not** transmit the full shipment information to DHL or create shipment requests (packaging labels).

To get and print DHL packaging labels, the shipment information needs to be exported from Magento® to DHL Express via a third-party system.

Technically, DHL Express is an offline shipping method.

2.2 Language support

The module supports the locale `en_US`. Translations are stored in CSV translation files and can therefore be modified by third-party modules.

2.3 Data protection

The module transmits personal data to DHL Express which are needed to calculate the rates.

The merchant needs the agreement from the customer to process the data, e.g. via the shop's terms and conditions and / or an agreement in the checkout (Magento® Checkout Agreements).

The actual data which is transmitted can be seen in the log file in `var/log` (see [General settings](#)).



3 Installation and removal

3.1 Before installation

We strongly recommend making a complete backup of the shop's files and database before any module installation or update.

Also, the installation and module functionality should be completely verified on a testing or staging system before moving it into a production system.

3.2 Installing the module

The module needs to be installed with [Composer](#). Other installation procedures are not officially supported.

The module does not make any changes to the database.

No new attributes are added to Magento®.

Composer usage

Basic questions about setting up and using Composer in Magento® are not covered by our technical support. Please refer to these official documentations:

- <https://getcomposer.org/doc/01-basic-usage.md>
- <https://devdocs.magento.com/guides/v2.1/comp-mgr/install-extensions.html>
- <https://devdocs.magento.com/guides/v2.2/comp-mgr/install-extensions.html>



3.2.1 Installing from package using Composer

Follow these steps:

- Copy the TGZ or ZIP package into a folder that is accessible by Composer. **Do not unzip the package!**
- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
composer config repositories.dhlexpress artifact /path/to/folder/with/package/  
composer require dhl/module-rates-express  
composer update
```

Note: The path to the package in the above example is absolute, i.e. starting at the server (Linux) root. The path must point to the folder, **not** to the package itself. Omit the filename!

- Check if any errors occurred at this point, and resolve them. See the Composer documentation: <https://getcomposer.org/doc/articles/troubleshooting.md>
- Then execute the following commands:

```
php bin/magento module:enable Dhl_ExpressRates --clear-static-content  
php bin/magento setup:upgrade  
php bin/magento cache:flush  
php bin/magento setup:di:compile  
php bin/magento setup:static-content:deploy en_US en_GB fr_FR de_DE it_IT es_ES
```

Note: After the command "setup:static-content:deploy", put the list of your shop's locales. The above is just an example (but it should cover most scenarios).

- Check if any errors occurred.
- Then proceed with the [Configuration](#).



3.2.2 Installing from repository using Composer

If you have received the module from the Magento® Marketplace, you can access their repository to install the module with Composer.

Follow these steps:

- Get your authentication keys. These are needed to access the Magento® repository, see also <https://devdocs.magento.com/guides/v2.2/install-gde/prereq/connect-auth.html>
- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
composer require dhl/module-rates-express
composer update
```

- **Hint:** These steps are also explained in the Magento® guide for installing extensions: <https://devdocs.magento.com/guides/v2.2/comp-mgr/install-extensions.html>
- Check if any errors occurred at this point, and resolve them. See the Composer documentation: <https://getcomposer.org/doc/articles/troubleshooting.md>
- Then execute the following commands:

```
php bin/magento module:enable Dhl_ExpressRates --clear-static-content
php bin/magento setup:upgrade
php bin/magento cache:flush
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy en_US en_GB fr_FR de_DE it_IT
```

- **Note:** After "setup:static-content:deploy", put the list of your shop's locales. The above is just an example (but it should cover most scenarios).
- Check if any errors occurred.
- Then proceed with the [Configuration](#).



3.3 Uninstalling the module

3.3.1 Automatic uninstallation

If you are using Magento® 2.2 or higher, the module can be uninstalled as follows:

- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
php bin/magento module:uninstall --remove-data Dhl_ExpressRates
composer update
```

This will automatically remove the source files and update package dependencies.

Note: The above uninstallation procedure only works in Magento® 2.2 or newer. In Magento 2.1 and below, please use the [manual uninstallation](#) method instead.

3.3.2 Manual uninstallation

To uninstall the module manually, follow these steps:

- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
php bin/magento module:disable Dhl_ExpressRates
composer remove dhl/module-rates-express
```




4 Configuration

4.1 Shipping Methods

After [installing the module](#), log in to your Magento® admin panel and navigate here:

Configuration -> Sales -> Shipping Methods -> DHL Express

Set the following configuration:

4.1.1 General Settings

- *Enabled*: Activate this to use the module and display DHL Express live rates in the checkout.
- *Applicable Countries*: Select if you want to limit the allowed destination countries based on the Magento® default configuration, or by setting a custom list in the box *Allow for Specific Countries* below.
- *Logging*: Activate this to write messages to the log files in `var/log`. Select the *Logging level* via the options below:
 - *Errors*: Only serious errors will be logged.
 - *Info*: Errors and warnings will be logged.
 - *Debug*: Log everything, including all API communication. This setting will create very large log files over time. **Only recommended for troubleshooting!**

Log file

Make sure to clear or archive the log file regularly. The module does not delete the log automatically. Personal data must only be stored as long as absolutely necessary. See also the section [Data protection](#).

4.1.2 DHL Express Account

- *Account number*: Enter your DHL Express account number.
- *API Credentials*: Enter the API username which you received from DHL Express.
- *Password*: Enter the password for the above API username.



4.1.3 Shipping Preferences

- *Allowed International Products*: Limit which international DHL Express products should be available in the checkout.
- *Allowed Domestic Products*: Limit which domestic DHL Express products should be available in the checkout.
- *Packaging weight*: Enter a weight (kg) which will be added to the total shipment weight. The total weight will be used to calculate shipping rates.
- *Order Cut-off Time*: Orders which are placed before this time are expected to ship on the same day; orders placed afterwards are expected to ship on the following day. Holidays and weekends (globally between shipment origin and destination) are taken into account.
- *Pickup/Handover Time*: Set the time at which shipments are regularly handed over to or picked up by DHL.
- *Pickup Type*: Select if you have an agreement with DHL Express about regular pickups (e.g. every day at a fixed time), or ad-hoc pickups / drop-off at a service point.
- *Duties & Taxes*: Select who pays the duties and taxes for shipments.
- *Package Insurance*: Enable this to add insurance charges to the shipping price.
- *Minimum Cart Value*: If the cart value is equal to this or higher, shipping insurance will automatically be applied.

4.1.4 Checkout Presentation

- *Display Title*: Set the shipping method title which will be displayed in the checkout.
- *Sort Order*: Enter a number into this field to control the sorting of shipping methods in the checkout (optional).
- *Shipping Options Display*: Select what should be displayed in the checkout:
 - *Cost only*: Display only the shipping cost in the checkout.
 - *Cost and estimated delivery dates*: Display both shipping cost and estimated delivery dates. Estimated delivery dates are only supported in Magento® 2.2 or higher.
- *If No DHL Shipping Option Available*: Select what should happen if the shipping method cannot be used:
 - *Hide this option from customer*
 - *Display customized message*. A message for the customer can be configured in the box below.
- *Round prices*: Select if and how the shipping rates should be rounded.
- *Rounding direction*: Select if prices should be rounded up or down.
- *Decimal Value*: If rounding to specific decimal value is selected, enter the value here without the decimal separator.



4.1.5 Shipping Markup

- *International Shipping:* Enable this if you want to add markup (handling fees) for international shipments to the rates.
- *Calculate Markup:* Select if the markup should be added as a fixed amount, or calculated as a percentage offset. Enter the value in the box below.
- *Domestic Shipping:* Enable this if you want to add markup (handling fees) for domestic shipments to the rates.
- *Calculate Markup:* Select if the markup should be added as a fixed amount, or calculated as a percentage offset. Enter the value in the box below.

4.1.6 Free Shipping

- *Free Shipping Calculation:* Enable this to include virtual products in the minimum order value calculation.
- *International Orders:* Enable this to configure free shipping for international orders. Additional options will be displayed below.
- *Free Shipping Available For:* Select the allowed products for free shipping.
- *International Minimum Order Amount:* Enter the minimum value of the shopping cart required for free shipping. Leaving this empty will disable international free shipping.
- *Domestic Orders:* Enable this to configure free shipping for domestic orders. Additional options will be displayed below.
- *Free Shipping Available For:* Select the allowed products for free shipping.
- *Domestic Minimum Order Amount:* Enter the minimum value of the shopping cart required for free shipping. Leaving this empty will disable domestic free shipping.



4.2 Shipping settings

Log in to your Magento® admin panel and navigate here:

Configuration -> Sales -> Shipping settings -> Origin

Set the full address of your shop here:

- Country
- Region / state
- ZIP code
- City
- Street address



5 Technical support

In case of questions or problems, please contact the DHL support team.