

DHL Express Rates extension for Magento® 2: User Guide

This document covers the **usage and workflows** of the DHL Express Rates extension.



User guide

1	Hints and general information	3
	1.1 Creating shipments / labels	3
2	Features and usage	4
	2.1 Checkout workflow	4
	2.2 Admin panel	6
	2.2.1 Order overview	6
	2.2.2 Creating a shipment	7
3	Troubleshooting	8
	3.1 DHL Express not available in checkout	8
4	Technical support	g



1 Hints and general information

1.1 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.

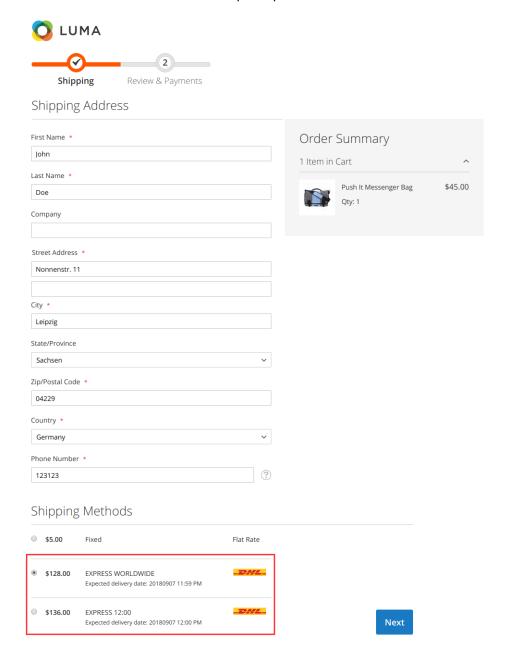


2 Features and usage

2.1 Checkout workflow

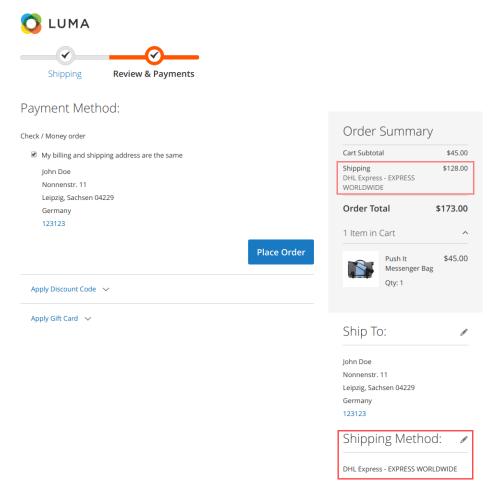
The checkout process works according to the Magento® standard behaviour:

- After entering the shipping address in the Magento® checkout, the module retrieves the available DHL Express products, depending on the module configuration and the shipping destination.
- The available shipping methods will be displayed. If none are visible, have a look at the Troubleshooting hints.
- The customer can select the desired DHL Express product.





• After clicking "Next", a summary of the selected shipping method and costs will be displayed.



• The customer can now click "Place order" to confirm the purchase.

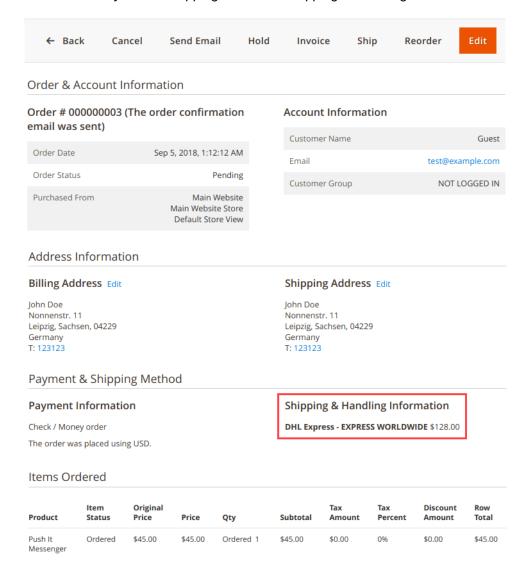


2.2 Admin panel

2.2.1 Order overview

Information about the DHL Express product for a particular order can be viewed in the Magento® admin panel:

- Go to "Sales -> Orders", and open the desired order.
- Check the section "Payment & Shipping Method -> Shipping & Handling Information".





2.2.2 Creating a shipment

The workflow for creating a shipment is identical to the Magento® standard behaviour.

Note: This does not create a DHL shipment request or packaging label! See the section about Creating shipments / labels for more information.



3 Troubleshooting

3.1 DHL Express not available in checkout

If the DHL Express shipping method is not visible in the checkout, or the "unavailability message" is shown, please check the following:

• Is the DHL Express module enabled?

See the setup guide, section "Checkout Presentation".

Is the shipping destination in an excluded country?

See the setup guide, section "Checkout Presentation -> Applicable Countries / Allow for Specific Countries".

Are the API settings correct?

See the setup guide, section "API Settings".

Are DHL Express products enabled in the module configuration?

See the setup guide, section "Rates Request Settings -> Allowed International / Domestic Products". Note that not all products may be available for a given destination.

• Is the shipping origin configured correctly in Magento®?

See the setup guide, section "Shipping settings".

• Are there any errors in the log?

See the setup guide, section "API Settings -> Enable Logging". The log file may give an explanation why the DHL Express shipping method doesn't work.



4 Technical support

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