

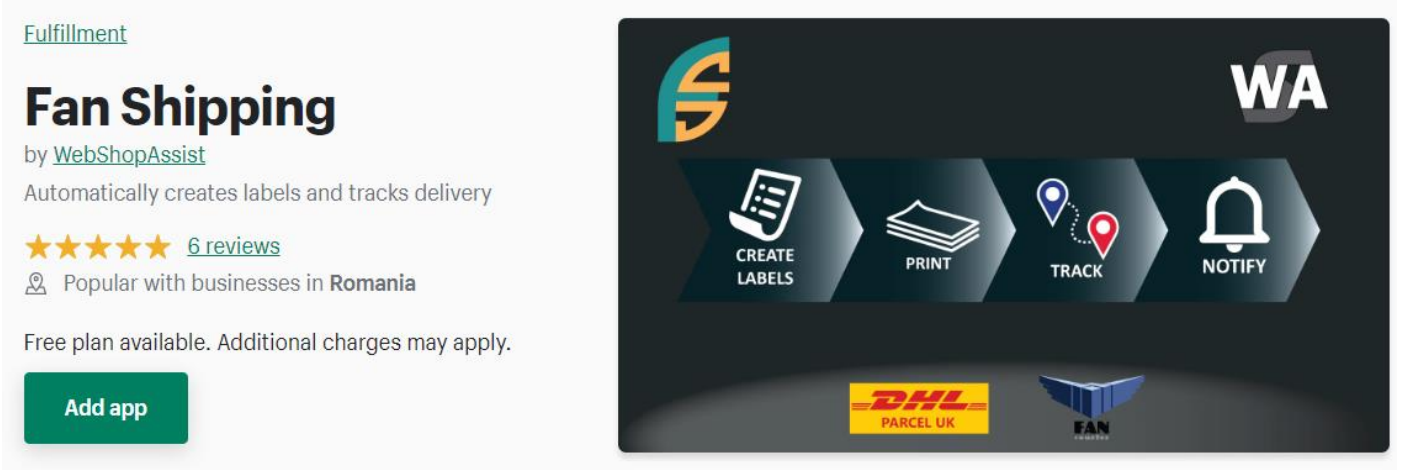
# DHL Express Integration

Shopify app onboarding

The DHL Parcel UK integration is part of the **Fan Shipping** Shopify application.

## Install the Fan Shipping app from Shopify App Store

Go to the [Fan Shipping page](#) on the Shopify app store, then click on the “Add app” button:

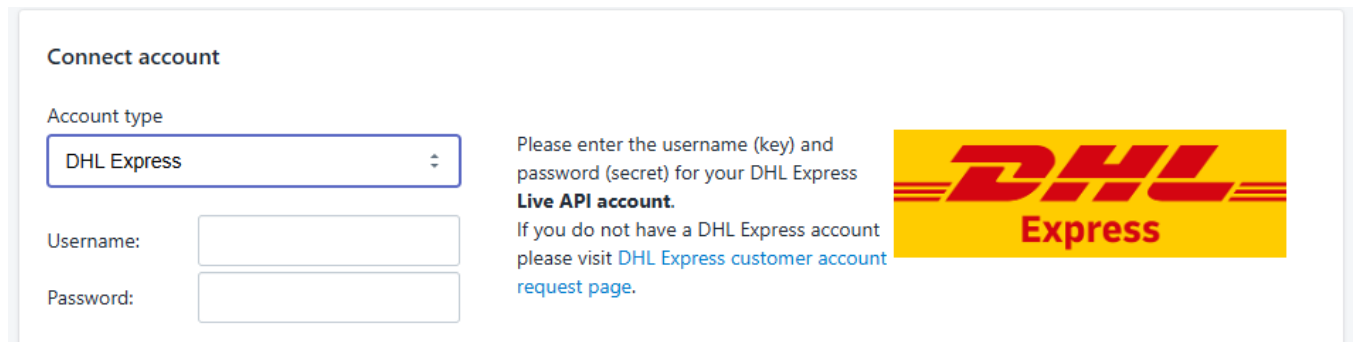


The screenshot shows the app listing for 'Fan Shipping' by WebShopAssist. It features a 'Fulfillment' category tag, a 5-star rating with 6 reviews, and a location tag for Romania. A green 'Add app' button is visible. To the right is a promotional banner with icons for 'CREATE LABELS', 'PRINT', 'TRACK', and 'NOTIFY', along with the DHL Parcel UK and Fan Shipping logos.

Please approve the access requested by the app to allow it to install and access your store orders.

## DHL credentials

After you install the app, you will need to enter the DHL Express API credentials (username and password), to connect the app to your DHL Express account.



The screenshot shows a 'Connect account' form. It includes a dropdown menu for 'Account type' with 'DHL Express' selected. Below are input fields for 'Username:' and 'Password:'. To the right, there is instructional text: 'Please enter the username (key) and password (secret) for your DHL Express **Live API account**. If you do not have a DHL Express account please visit [DHL Express customer account request page](#).' A DHL Express logo is also present.

Select the type of account (DHL Express), enter the client id and client secret, then click the “Connect to DHL Express” button.

If you do not have a DHL Express account please visit [DHL Express customer account request page](#).

## Mandatory configuration options

After you connect the app to your DHL Express account, the app's options page will be displayed.

The mandatory options are the following:

**Integration options**

**Customize how the integration works**

**Free configuration support**  
We are offering free app configuration support. Please [get in touch](#) with us if you need help.

**Video**  
• [Carrier accounts](#)

**Default service** ⓘ  
EXPRESS 10:30

**DHL Account Number** ⓘ  
130000279

**Sender address**  
Use order location address Edit collection addresses

**Sender email \***  
test@webshopassist.ro

**Items description** ⓘ  
apparel

**Bulk print mode**  
Only shipping labels

**Parcels per shipment**  
Custom weight per parcel

**One parcel for every:**  
20 Kg

### Default service

This is the service type that will be used for new shipments, if there is no match in the Shipping method mapping.

### DHL Account Number

This is your account number provided by DHL

### Sender address

The app can use an address you define (see *Edit collection addresses* button) or the address of the location assigned to each order.

You need to select which address you want the app to use as "sender address".

### Sender email

DHL requires also a sender email. Please enter it in the *Sender email* field.

### Default Package (box) size

DHL requires the package length, width and height. These have to be entered in the app's options:

**DEFAULT PACKAGE SIZE**

Length (cm)	Width (cm)	Height (cm)	Weight (kg)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## International deliveries

Shipping internationally requires specific configuration.

1. Fill in the fields from the “Customs info” section:

### CUSTOMS INFO

VAT Number

GB123456789

EORI Number

GB123456789012

Overseas Registered Supplier (IOSS)

GB123456789012

Incoterms

DAP - Delivered at Place

Export reason

sales boom

2. All products need to have the HS code and the country of origin configured in Shopify admin (Product editing page).

More details about how to configure the HS codes in Shopify can be found [here](#).

3. Your DHL Express account has to allow shipping internationally. Please contact DHL support to enable this.

## Create DHL Express shipping labels

Before printing the labels, the app has to request tracking numbers from DHL.

To do this, the app initiates the fulfilment process in Shopify, creates a shipment in the DHL system using the Shopify order data and saves the tracking number back in Shopify.

There are three ways of doing this:

1. Manually, from the *Fulfillment details page*, for one order - to get to this page, from the order's details page (Shopify admin) go to the *More actions* dropdown and select the **Fan Shipping** menu

The screenshot shows the Shopify admin interface for order #1245. The order status is 'Unfulfilled'. The 'More actions' dropdown menu is open, showing options like 'Duplicate', 'Print order page', 'Print packing slips', 'View order status page', 'FGO Invoice', and 'Fan Shipping'. A red arrow points to the 'Fan Shipping' option. The order details show a product 'A-Line Pocket Shift in Black - Black / Italian 38' with a price of £298.00.

2. In batches, from the Manage Shipments page, for up to 50 orders at a time – click on the Manage Shipments button, select the orders you want to create labels for, then click on the **Fulfill selected orders** button.
3. Automatically, immediately after an order is created – this can be configured from the **Automation** section in the app’s options page – check the Automatic fulfilment checkbox.

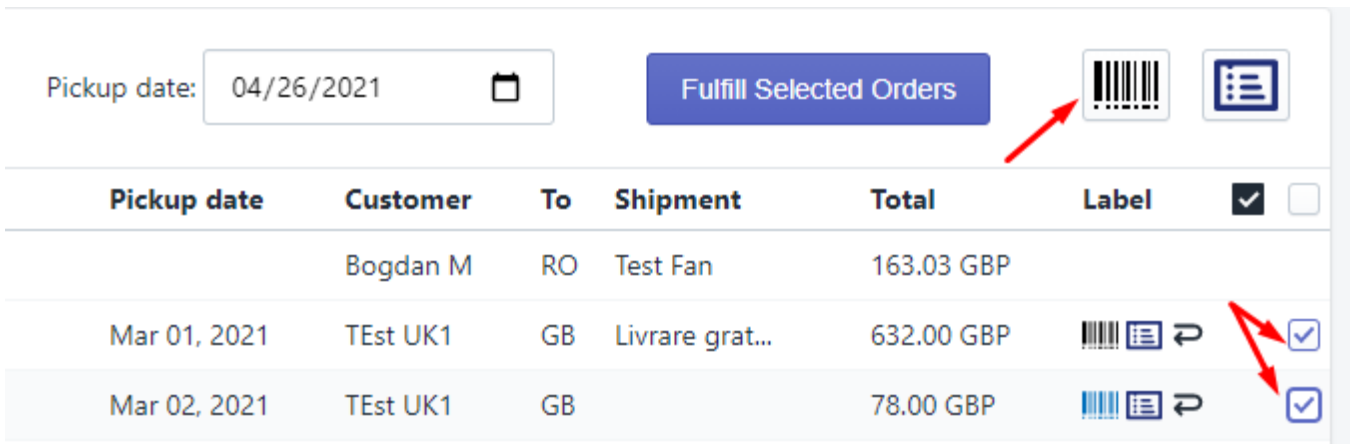
## Label printing

After you get the tracking numbers you can print the shipping labels and the packing slips.

The shipping labels can be printed from the app, either is bulk or one by one.

From the Fan Shipping app you can print labels in bulk, selecting the orders with the checkboxes displayed.

The checkboxes for printing are on the right side of the list:



The screenshot shows the top section of the app with a 'Pickup date' field set to '04/26/2021', a 'Fulfill Selected Orders' button, and icons for printing labels and a list. Below is a table of orders with checkboxes for printing labels.

Pickup date	Customer	To	Shipment	Total	Label	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Bogdan M	RO	Test Fan	163.03 GBP			
Mar 01, 2021	TEst UK1	GB	Livrare grat...	632.00 GBP		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mar 02, 2021	TEst UK1	GB		78.00 GBP		<input checked="" type="checkbox"/>	<input type="checkbox"/>

The checkboxes on the right side of the list appear only after the tracking numbers are created.

Labels can also be printed from DHL's web portal. Access to DHL web account requires a different set of credentials. Please contact your account manager to get access.

### Print labels and packing slips

The app allows to bulk print only the shipping labels or shipping labels together with the packing slip for an order.

Use this option to select the *Bulk print mode*:

Bulk print mode

Only shipping labels

Parcels per shipment

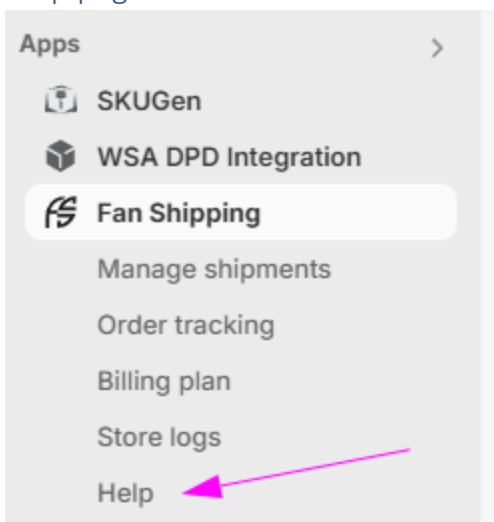
Custom weight per parcel

One parcel for every:

20 Kg

## Additional resources

Help page



The screenshot shows a list of app features under the heading 'Apps'. The 'Help' option at the bottom is highlighted with a pink arrow.

- SKUGen
- WSA DPD Integration
- Fan Shipping
  - Manage shipments
  - Order tracking
  - Billing plan
  - Store logs
  - Help

The help page describes all the app's options and features.

If you do not find what you need you are always welcome to contact as at [support@webshopassist.com](mailto:support@webshopassist.com)