



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	9



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.

The screenshot shows the LUMA checkout interface. At the top, there is a progress bar with two steps: 'Shipping' (marked with a checkmark) and 'Review & Payments' (marked with the number 2). Below the progress bar, the 'Shipping Address' section contains several input fields: First Name (John), Last Name (Doe), Company, Street Address (Nonnenstr. 11), City (Leipzig), State/Province (Sachsen), Zip/Postal Code (04229), Country (Germany), and Phone Number (123123). To the right of the address fields is an 'Order Summary' box showing '1 Item in Cart': 'Push It Messenger Bag' for \$45.00, Qty: 1. Below the address fields is the 'Shipping Methods' section, which includes radio buttons for '\$5.00 Fixed' and '\$128.00 EXPRESS WORLDWIDE' (selected), and a 'Flat Rate' option. The selected method shows an expected delivery date of 20180907 11:59 PM. A 'Next' button is located at the bottom right of the shipping methods section.



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

LUMA

Shipping **Review & Payments**

Payment Method:

Check / Money order

My billing and shipping address are the same

John Doe
Nonnenstr. 11
Leipzig, Sachsen 04229
Germany
123123

Place Order


[Apply Discount Code](#) ▾


[Apply Gift Card](#) ▾

Order Summary


Cart Subtotal	\$45.00
Shipping DHL Express - EXPRESS WORLDWIDE	\$128.00
Order Total	\$173.00

1 Item in Cart

	Push It Messenger Bag Qty: 1	\$45.00
--	------------------------------------	---------

Ship To: 

John Doe
Nonnenstr. 11
Leipzig, Sachsen 04229
Germany
123123

Shipping Method: 

DHL Express - EXPRESS WORLDWIDE

- 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".

← Back Cancel Send Email Hold Invoice Ship Reorder **Edit**

Order & Account Information

Order # 000000003 (The order confirmation email was sent)	Account Information
Order Date: Sep 5, 2018, 1:12:12 AM	Customer Name: Guest
Order Status: Pending	Email: test@example.com
Purchased From: Main Website Main Website Store Default Store View	Customer Group: NOT LOGGED IN

Address Information

Billing Address Edit	Shipping Address Edit
John Doe Nonnenstr. 11 Leipzig, Sachsen, 04229 Germany T: 123123	John Doe Nonnenstr. 11 Leipzig, Sachsen, 04229 Germany T: 123123

Payment & Shipping Method

Payment Information	Shipping & Handling Information
Check / Money order The order was placed using USD.	DHL Express - EXPRESS WORLDWIDE \$128.00

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Push It Messenger	Ordered	\$45.00	\$45.00	Ordered 1	\$45.00	\$0.00	0%	\$0.00	\$45.00



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 "*General settings*".

- **Is the shipping destination in an excluded country?**

See the setup guide, section "*General settings -> Applicable Countries / Allow for Specific Countries*".

- **Are the API settings correct?**

See the setup guide, section "*DHL Express Account*".

- **Are DHL Express products enabled in the module configuration?**

See the setup guide, section "*Shipping Preferences -> 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 "*General Settings -> 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.