

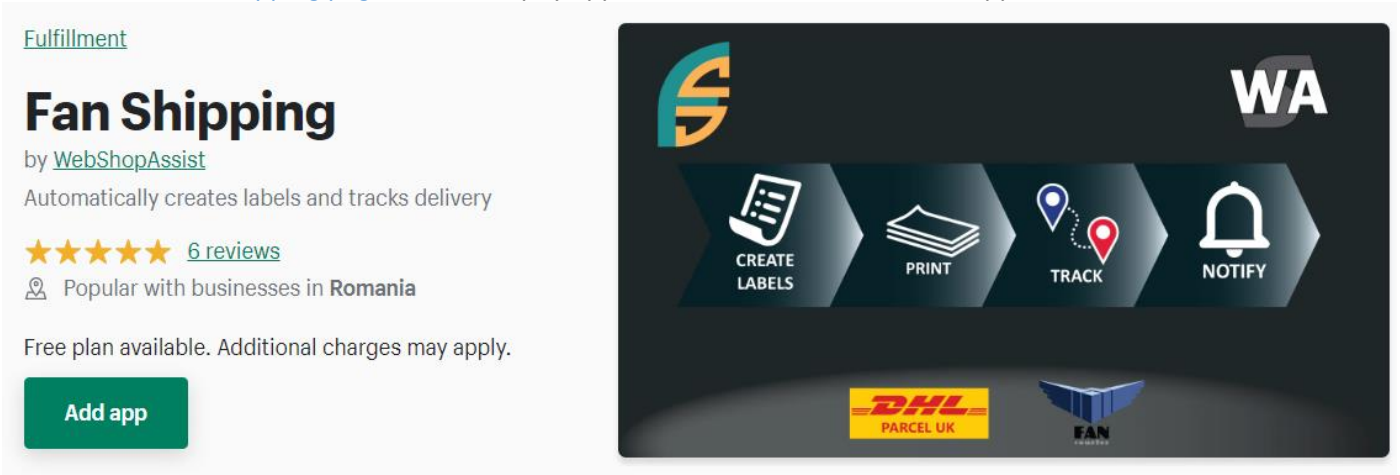
# DHL Parcel UK Integration

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:

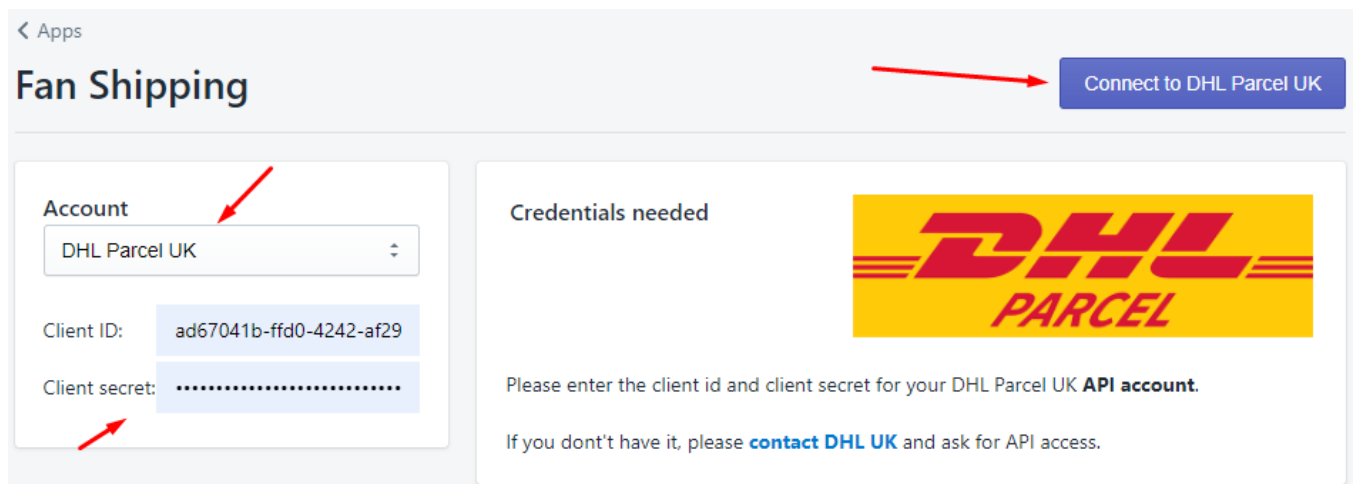


The screenshot shows the app listing for 'Fan Shipping' by WebShopAssist. It features a 'Fulfillment' category tag, a 5-star rating with 6 reviews, and a location tag for Romania. The app description states it 'Automatically creates labels and tracks delivery'. A green 'Add app' button is visible. To the right is a promotional banner for the app 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 UK API credentials (client id and client secret), to connect the app to your DHL account.



The screenshot shows the 'Fan Shipping' configuration page in the Shopify admin. A red arrow points to the 'Connect to DHL Parcel UK' button in the top right. On the left, the 'Account' dropdown is set to 'DHL Parcel UK', with a red arrow pointing to it. Below it, the 'Client ID' is 'ad67041b-ffd0-4242-af29' and the 'Client secret' is masked with dots, with a red arrow pointing to the field. On the right, the 'Credentials needed' section features the DHL Parcel logo and text: 'Please enter the client id and client secret for your DHL Parcel UK API account. If you don't have it, please contact DHL UK and ask for API access.'

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

If you do not have the client id and client secret for your DHL account, please contact DHL [here](#).


## Mandatory configuration options

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

The mandatory options are the following:

### Integration options

Customize how the integration works



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Default service  
Parcel Next day 12:00 ⌵ Edit pickup accounts

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Sender address  
Paris warehouse ⌵ Edit collection addresses

Sender email \*  
sender@webshopassist.com

Customs description ⓘ  
Clothing

### Pickup accounts

Click on the *Edit pickup accounts* button to assign pickup account codes to DHL services you want to use.

Only services with a pickup account can be used to create labels.

The pickup account(s) are provided by DHL.

After you save the pickup accounts, return to the main options page and select the *Default service*. The *Default service* has to be one of the services you assigned a pickup account. This is the service the app will use for your shipments if no Shipping Method Mapping is defined. Please see the help page for details on the Shipping Method Mapping functionality.

### 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.

### International deliveries

Shipping internationally requires specific configuration.

1. Fill in the fields from the "Customs required info" section:

#### CUSTOMS REQUIRED INFO

VAT Number

GB123454321

Invoice type

Proforma ⌵

Duties paid terms

DAP - Delivered at Place ⌵

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

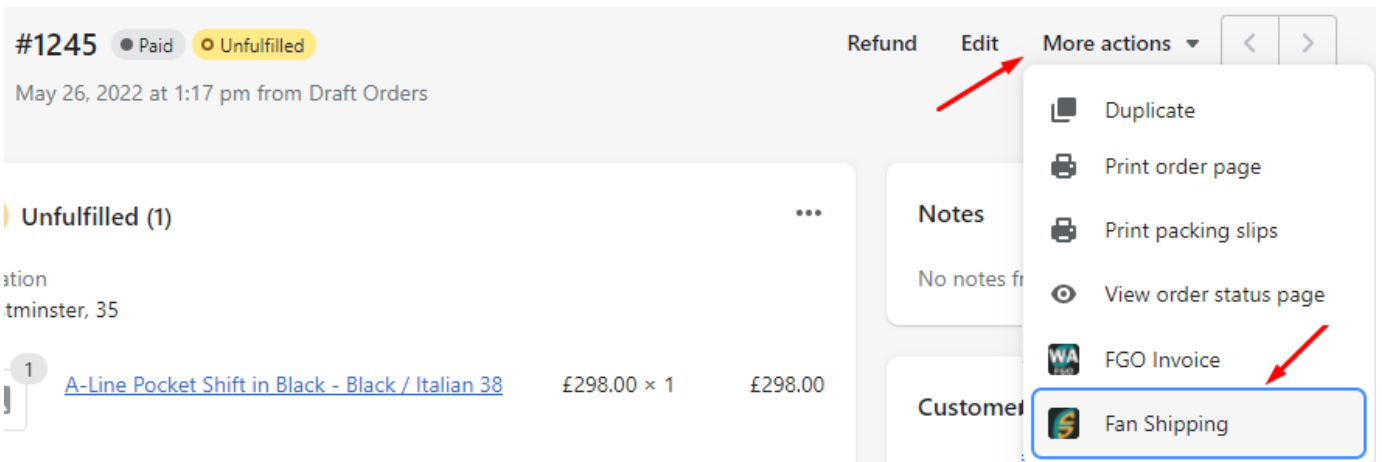
## Create DHL shipping labels

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



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.

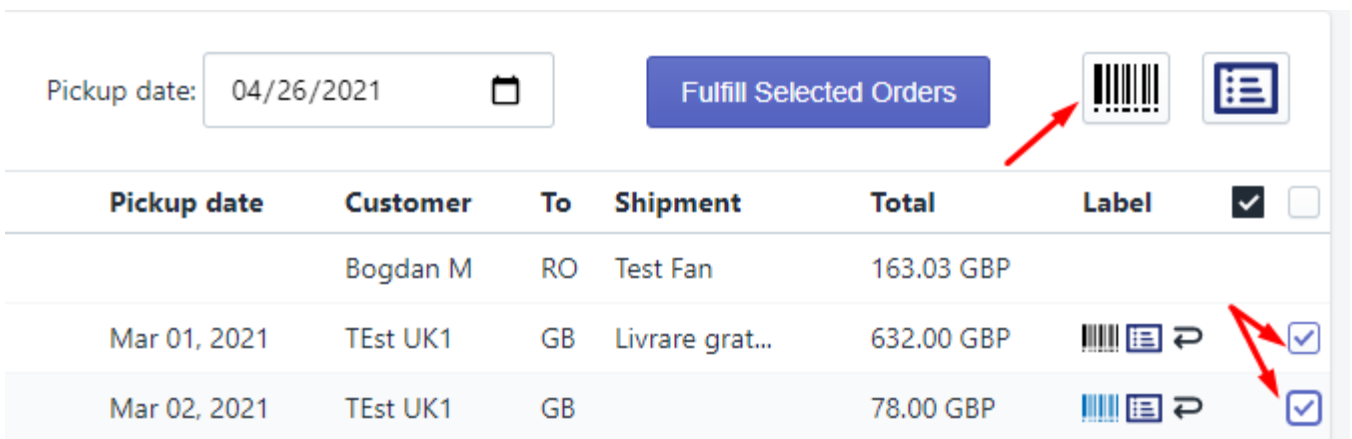
## Label printing

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 in 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:

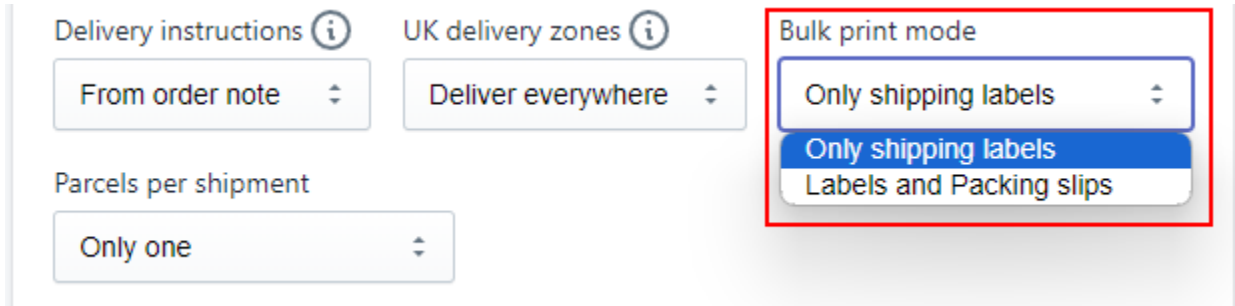


The checkboxes on the right side of the list appear only after the tracking numbers are created. Labels can also be printed from DHL's web portal. Access to DHL web account requires a different set of credentials. Please contact your account manager to get access.

### Print labels and packing slips

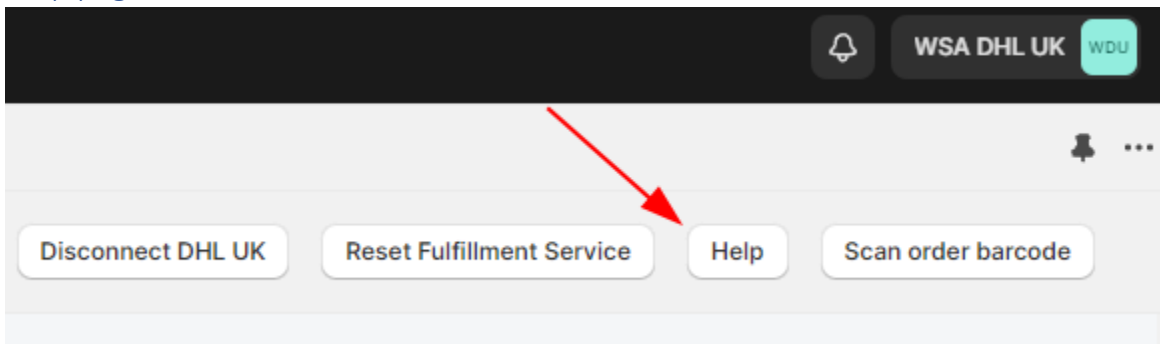
The app allows to bulk print only the shipping labels or shipping labels together with the packing slip for an order.

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



## Additional resources

Help page



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 us at [support@webshopassist.com](mailto:support@webshopassist.com)