

# Shipping with DHL Express

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## Overview

DHL, also known as DHL Express, is a European parcel and freight delivery provider that services international countries. DHL also provides delivery service from the U.S. to international destinations. DHL does not offer domestic delivery services within the U.S.

DHL should not be confused with [DHL eCommerce](#), a separate company that ships domestically within the U.S. and internationally. The two companies are owned by the same parent company, Deutsche Post DHL, but operate independently of each other.

## Configure DHL

If you want the harmonized tax code to appear per item on the invoice, contact [Sellercloud Support](#) to create and enable a custom HarmonizedTaxCode column in Sellercloud that will be shown on the product level.

To configure:

1. Contact your DHL representative for Web Service access credentials:
  - a. Site ID
  - b. Site Password
2. In Shipbridge, go to **Menu > Options > General** tab.
3. Check the **Fetch user-defined columns for products** setting and **Save**.

The screenshot shows the 'Options' dialog box in Shipbridge, with the 'General' tab selected. The 'Fetch user-defined columns for products' checkbox is checked and highlighted with a red box. Other settings include:

- When changing customer service status of orders, ask user to enter a merchant note
- Allow use of replacement SKUs for order items
- Use filter scrollbar when necessary
- Save order download status
- Colorize orders with Inventory Available Qty < 1
- Copy Bill To Phone to Ship To where necessary (requires refresh)
- Automatically log off user if system is idle for 15 minutes
- Download orders on demand (require Refresh List)
- Stop blacklisted orders
- Download compact order data
- Fetch user-defined columns for order
- Fetch user-defined columns for products
- Search for Order Source Order ID in Order ID filter
- Only load orders from specific warehouse
- Filters should not affect previous grid selection
- Only load orders marked as OK To Ship
- Use Experimental Feature
- Include ClientUser Documents
- Use Product Shipping Preferences

Buttons at the bottom include 'Run Configuration Wizard', 'Find setting...', 'Find Next', 'Save', and 'Cancel'.

4. Open **Menu > Options > Carriers > DHL** tab.

5. Enter your DHL account number and credentials.
6. Check the **Use DHL Web Services** box > **Save**.

The screenshot shows the 'Options' dialog box with the 'Carriers' tab selected. The 'DHL' carrier is highlighted. The 'Use DHL Web Services' checkbox is checked. Below this, there are input fields for 'Site ID', 'Account #', and 'Site Password'. There is also an unchecked checkbox for 'Use production server' and a 'Test Credentials' button. At the bottom, there are fields for 'Request Save Path' and 'Response Save Path', each with a browse button (...). The 'Save' button is highlighted in blue.

7. Continue with label printer configuration and other settings.