DHL eCommerce Account Integration

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Overview

DHL eCommerce (formerly DHL Global Mail) is a shipping consolidator delivery provider that offers domestic shipping within the U.S. and international shipping.

Similar to UPS Mail Innovations and FedEx SmartPost, DHL eCommerce does the initial pickup from the warehouse and ships the package to a regional location. Other shipping services, such as the USPS, then complete the package's delivery to its final destination.
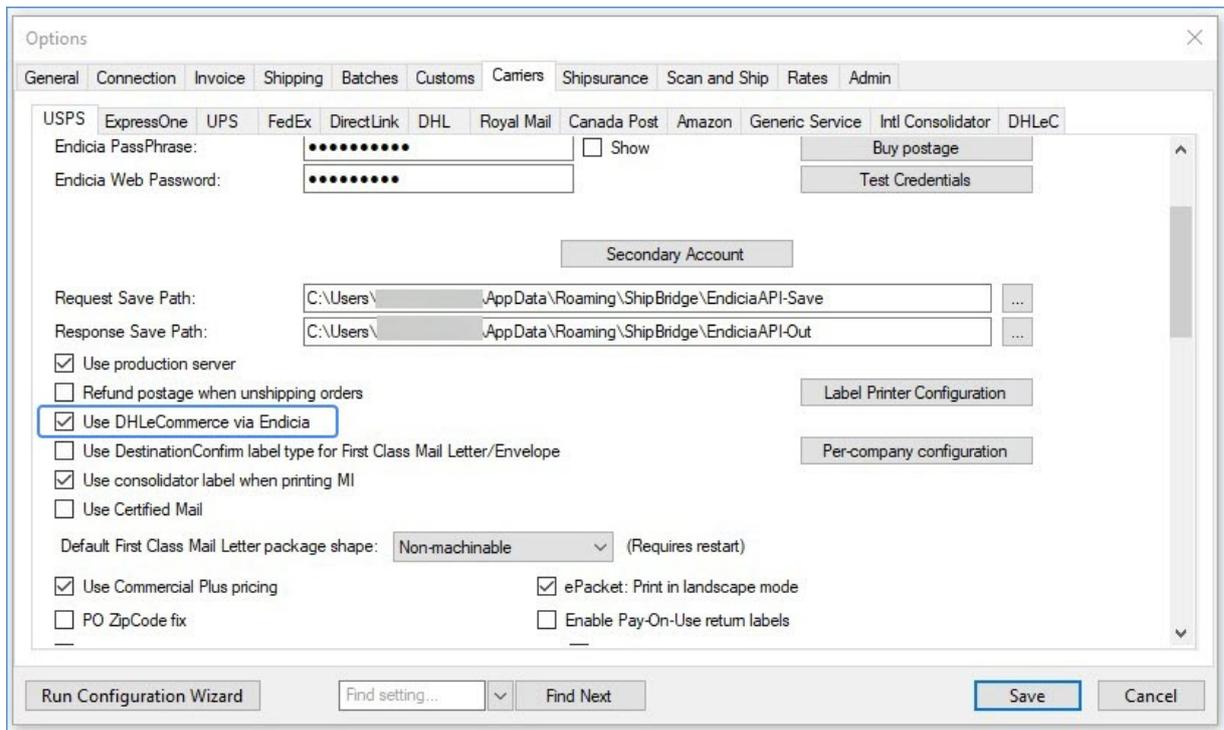

Configure DHL eCommerce U.S. Shipping

DHL eCommerce is not the same entity as DHL (DHL Express), which services international countries and provides delivery service from the U.S. to international destinations. The two companies are owned by the same parent company (Deutsche Post DHL) but operate independently.

DHL eCommerce through Endicia does not return shipping costs. So, Sellercloud cannot automatically add it to orders. To set shipping costs on these orders, you must import them.

DHL eCommerce Domestic is processed through the client's existing Endicia ELS account.

1. Open a DHL eCommerce account.

2. DHL eCommerce contacts Endicia to collaborate on your certification.

   a. You will be notified of the exact time to print a test label for DHL eCommerce. Endica will open access to DHL eCommerce for this period to allow for testing. This can be done by printing a test label for a DHL eCommerce service through the label printer configuration on the USPS tab. If the services are not in the dropdown, go to **Menu** > **Customize Interface** > **Shipping Services** and enable the appropriate DHL eCommerce services.

   b. Upon certification, Endicia will allow access to DHL eCommerce.

3. On the USPS tab, select **Use DHL eCommerce via Endicia**.

Configure DHL eCommerce International Shipping

DHL eCommerce International is processed through the client's existing Endicia ELS account.

1. Contact DHL eCommerce for international service and request to be approved for specific services.

2. Go to **Menu** > **Customize Interface** > **Shipping Services**.
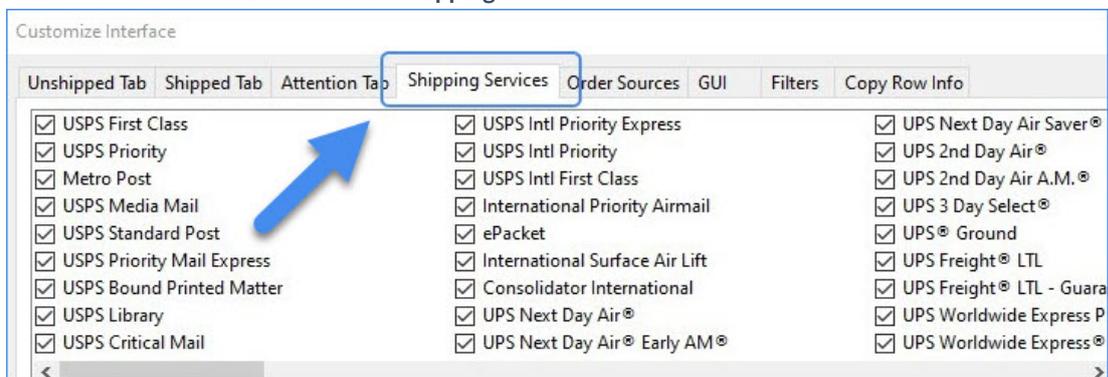
3. Select the services that are connected to your DHL eCommerce account.

4. When ready to print labels to send to DHL eCommerce for approval, click **Menu** > **Options** > **USPS** tab.

5. Select **Label Printer Configuration**.
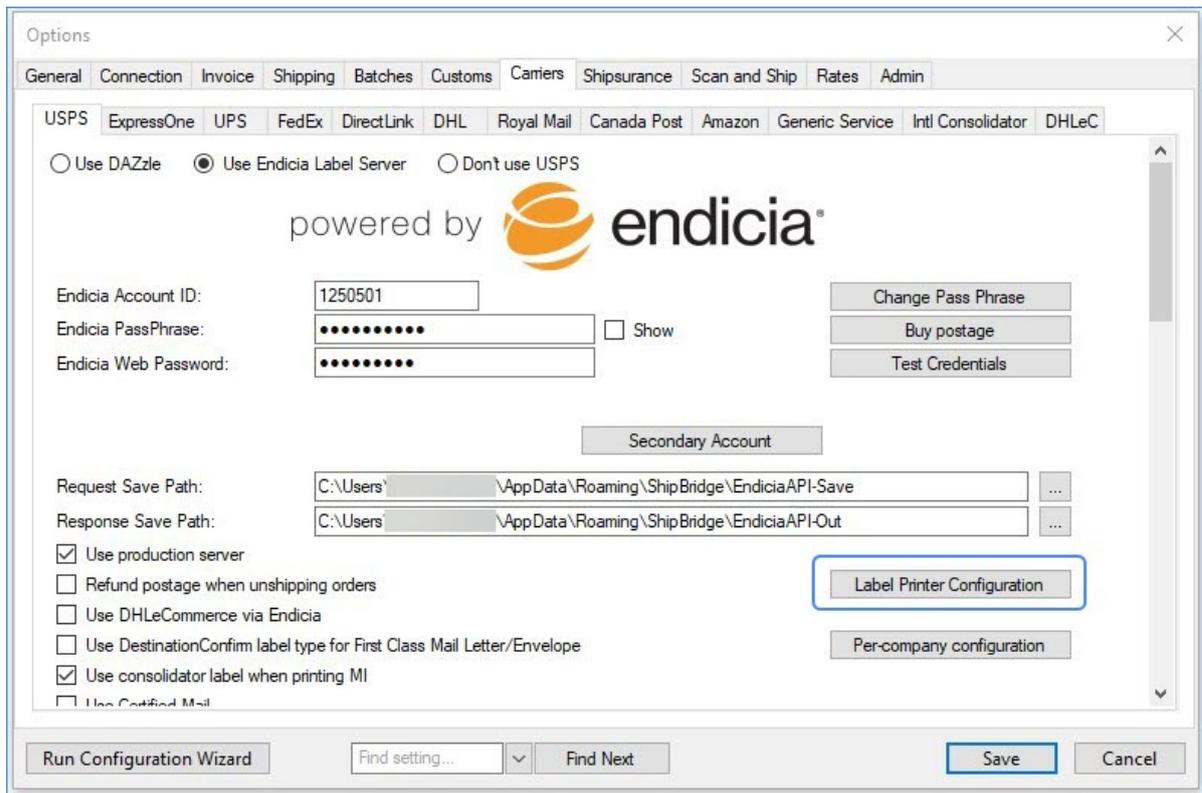
6. From the **Select Service** dropdown, choose one DHL eCommerce service and press **Add**.
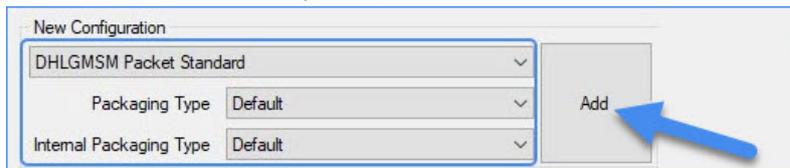
7. Hard copies of labels will not be sent for approval; instead, you can send a PDF version of the labels. Shipbridge cannot save a label to PDF, so you must install a PDF printer, for example, http://www.primopdf.com/.

8. Select the printer > **PrimoPDF Printer Type** > **4×6 Label Format > PDF**.

9. Part of the certification process requires you to submit a manifest; therefore, you must create one test order for each DHL eCommerce service.

10. Load test orders into Shipbridge.

11. Press **Ship & Print**. You will be prompted by the PDF printer to save the label.

12. After all the labels have been printed, submit a manifest: go to **Menu** > **End of Day** and click **DHL eCommerce International (Endicia Label Server)**.

13. Press **Yes** to continue and process the manifest file for all outstanding shipments. The Manifest File will be submitted electronically to ELS, and we will display the ManifestID.

If your shipping rates do not show in Shipbridge, you may need to update the Shipping Rates Table.

Parcel International Direct DDU

When shipping with DHLeC Parcel International Direct, Shipbridge requests DDP (Delivered Duty Paid) by default. However, you can enable **Use Parcel International Direct as DDU when applicable** in **Menu > Options > Carriers > DHLeC.** When the setting is enabled:

- You will have the option to select **DDU (Delivered Duty Unpaid)** for your orders.
- The Rate Calculator will display the correct DDU rates.
- The above two points will only apply to orders that are shipping to one of the countries approved for DDU. You can find more information here.

DHL only sends one shipping rate per selected service. This means that the rate calculator cannot display both DDU and DDP for the DHLeC Parcel International Direct service.

Integrate DHL eCommerce

Follow the steps below to integrate directly with DHL eCommerce.

1. DHL eCommerce will provide the following credentials:

    a. **Client Id** – API Client ID.

    b. **Client Secret** – API Secret.

    c. **Pickup** – Pickup Partner Number.

    d. **Merchant ID –** optional; you can leave this field empty.

    e. **Distribution Center** – Origin Distribution Center.

2. In Shipbridge, click **Carriers** > **DHLeC**.

3. Enable **Use DHLeC**.

4. Ensure that the **Request Save Path** and **Response Save Path** are set to existing and accessible folders. The request should end with DHLeCAPI-Save, and the Response is usually DHLeCAPI-Out.

5. Enter the credentials – listed in Step #1, provided by DHL eCommerce.

6. Click **Test Credentials** to verify.

The **Reference** field can be either no value or Order ID #. DHLeC only works with integers (whole numbers), with no character strings, dashes, etc., allowed.

Once done, DHL eCommerce will process the files and you will be notified when the account is active.
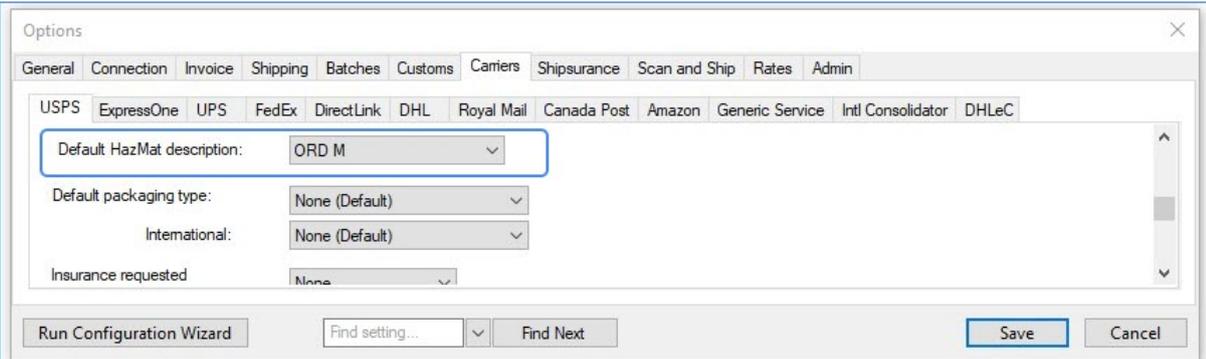
Ship HAZMAT with DHL eCommerce

DHL eCommerce requires that hazardous material notifications are printed on the shipping label for items deemed hazardous by DHL. This includes lithium batteries, perfume, lighters, etc.

Hazmat service must be enabled on your ELS account with DHL's approval. Contact your ELS and DHL representatives.

HAZMAT in Shipbridge

On Shipbridge's order grid, check the column **Is HazMat** and choose a HazMat description. For products other than lithium batteries, select the description **ORD_M**. You can set a default HazMat description on the **USPS** tab in Shipbridge.

In order to ship an order that contains a HazMat product, that SKU must be marked as such in Sellercloud. You can do this on the Shipping Preferences page, accessed via the **Toolbox** of the **Product Details Page.**