

User Guide

*DHL Express Comprehensive Shipping XML for Magento 2.x —
Extmag_DhlShipping*

2026-05-22

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1 About the module

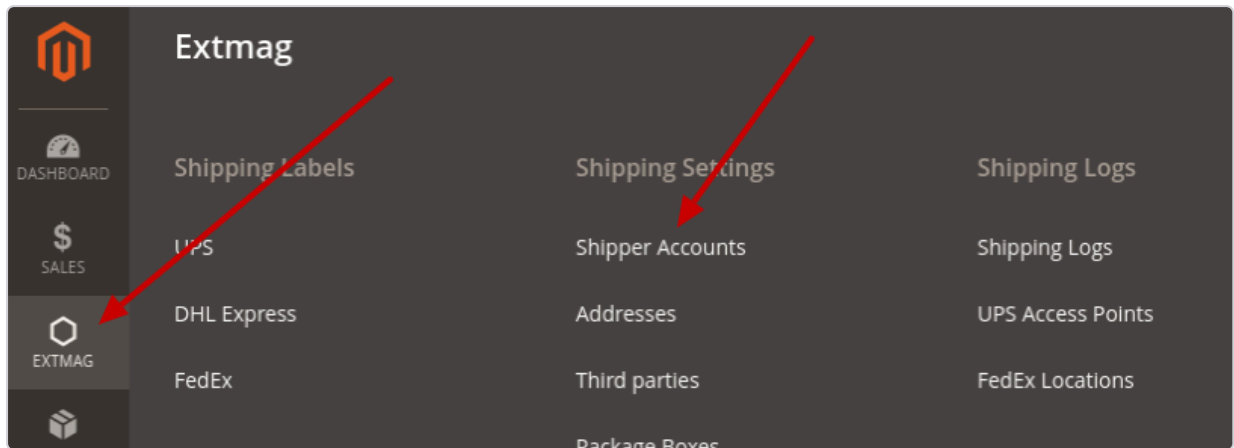
DHL Express Comprehensive Shipping XML is a Magento 2 extension that wires DHL Express into your store via DHL's XML-PI API. With one configuration it returns live rates in checkout, generates shipping labels (PDF or thermal), schedules pickups, tracks shipments and prints international customs invoices.

Key capabilities:

- Real-time rate quotes from DHL Express for domestic and international shipments.
- Single-pass label and invoice generation — Commercial or Proforma.
- Pickup scheduling, manual or on a schedule.
- Return label generation alongside the outbound label, or by the customer from their account.
- Automatic / mass / manual label workflows per order.
- Volumetric weight, dimensional packing, dangerous goods marking.
- GoGreen Carbon offset, Saturday Pickup and Saturday Delivery flags.
- Hyva Theme + Hyva Checkout integration via companion module.

2 Admin navigation

Path	What it does
Extmag → Settings → Shipper Accounts	Manage DHL Express account credentials.
Extmag → Settings → Addresses	Manage Shipper / Ship From / Sold To addresses.
Extmag → Settings → Package Boxes	Manage reusable packaging boxes.
Extmag → Settings → DHL Express Configuration	Configure the carrier — all tabs.
Extmag → Shipping Methods → Shipping Methods	Define which DHL services appear in checkout.
Store → Configuration → Extmag → Printers	Configure el-Print / QZ Tray for thermal printing.
Stores → Configuration → Sales → Shipping Methods → DHL Express	Master enable / title for the storefront carrier.

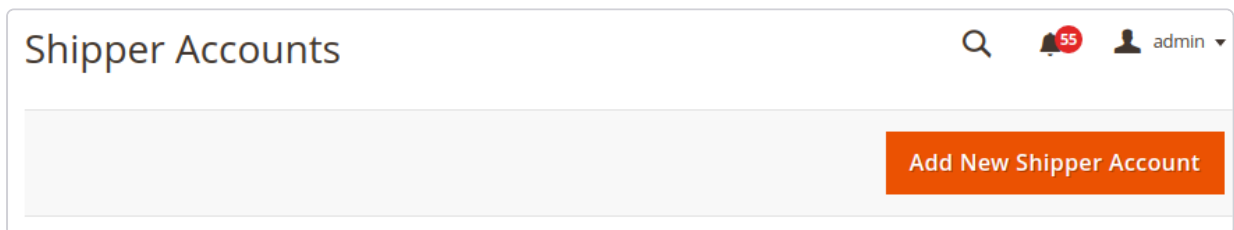


Admin menu — Extmag → Shipping Settings

3 DHL Express Account

The module needs a live DHL Express account before it can call the XML-PI endpoint.

1. If you don't already have credentials, request them at <https://www.dhl.com> or from your local DHL office. You need Site ID, Password and a Shipping Number.
2. Admin → Extmag → Settings → Shipper Accounts .
3. Click **Add New Shipper Account**.
4. Enter the credentials and click **Save**.



Shipper Accounts grid — Add New Shipper Account

Carrier * DHL Express ▼

Title *

Live Account * Yes ▼

Site ID


Password *

Shipper Number

Time Zone Please select ▼

DHL Signature for International Invoice

Maximum file size: 1 MB. Allowed file types: PNG, GIF, JPG.


[Browse to find or drag image here](#)

Shipper Account form — Carrier, Site ID, Password, Shipping Number, Signature image

You can store more than one Shipper Account — for example, separate accounts per region. Each Shipper Account is then selectable per scope on the *General* tab of the configuration.

4 Addresses

1. Admin → Extmag → Settings → Addresses → Add New Address .
2. Fill out the address fields and **Save**.

3. Create at least two addresses:

- **Shipper Address** — the address tied to your DHL Shipping Number.
- **Ship From Address** — the physical origin of the shipment (warehouse / store). May be the same as the Shipper Address.

For international shipments where the merchant pre-collects VAT, also create a *Sold To* address — selected on the *International Invoice* tab.

Title *

Company Name *

Attention Name *

Phone *

VAT/Tax Number

If this field is left blank, the tax number will be used, which is the default for the Magento store.

EORI Number

Country *

State/Province

Postal Code

City *

Urbanization

Address Line 1 *

Address Line 2

Address Line 3

Floor

Street	<input type="text"/>
Room	<input type="text"/>
Pickup Point	<input type="text"/>
Destination Type *	<input type="text" value="Auto"/> ▼

Address form — Company, Phone, VAT, EORI, country, address lines

5 Package Boxes

Optional. Create reusable boxes so the module can pack multi-item orders into known carton dimensions.

1. Admin → Extmag → Settings → Package Boxes → Add New Box .
2. Enter the inner dimensions and maximum payload weight.
3. **Save.**

Without boxes each item ships as its own package — fine for low-mix catalogs, wasteful on multi-line orders.

Title *	<input type="text"/>
Unit of measurement of weight *	<input type="text" value="Kilograms"/> ▼
Unit of measurement of dimensions *	<input type="text" value="Centimeters"/> ▼
Max weight *	<input type="text"/>
Empty weight *	<input type="text"/>
Width *	<input type="text"/>
Length *	<input type="text"/>
Height *	<input type="text"/>
Outer width *	<input type="text"/>
Outer length *	<input type="text"/>
Outer height *	<input type="text"/>
Qty *	<input type="text"/>

Package Box form — units, max weight, empty weight, inner and outer dimensions

6 Shipping Methods

Create one Magento shipping method per DHL service you want exposed in checkout (e.g. *Express Worldwide, Express 12:00, Domestic Express*).

1. Admin → Extmag → Shipping Methods → Shipping Methods → Add New Shipping Method .
2. Pick the DHL service code and set the storefront title, sort order, and destination filters.
3. **Save.**

These methods are what the *Allowed Shipping Methods* multiselects on the *Automatic / Mass Actions* tabs filter against.

Description *

Title of Carrier

Active * No

Carrier * ▼

Show Methods * ▼

Websites * **Main Website Store** ?
Default Store View
France

Customer Groups * NOT LOGGED IN
General
Wholesale
Retailer

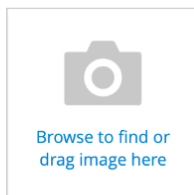
Apply Carrier Discount No

Apply Cart Price Rules (Free Shipping) No

Cart Price Rules apply after calculating the price via the Extmag module

Carrier Logo

Maximum file size: 2 MB. Allowed file types: PNG, GIF, JPG.



Conditions

Additional Price

Additional Price Actions

Time In Transit

Date and Time Restrictions

Other Options

Shipping Method form — carrier, websites, customer groups, conditions, additional price, time in transit

7 Configuration walkthrough

Admin → Extmag → Settings → DHL Express Configuration . Walk through the tabs left-to-right.

7.1 General

Set Account, Shipper Address, Ship From Address. Pick Destination Type = Auto unless you ship exclusively to residential addresses. Add a free-form shipping description for the label.

The screenshot shows the 'General' configuration tab for a carrier. On the left is a sidebar with navigation links: General (selected), Packaging, Returns, References, Payments, Notification, Printing, Pickups, and Tracking. The main content area is titled 'General' and contains several fields:

- Account** [country]: A dropdown menu with 'Example' selected. Below it is a blue link 'Add Shipper Account'.
- Shipper Address** [country]: A dropdown menu with 'for USA' selected. Below it is a blue link 'Add Address'.
- Ship From Address** [country]: A dropdown menu with 'for USA' selected. Below it is a blue link 'Add Address'.
- Destination Type** [country]: A dropdown menu with 'Auto' selected. Below it is the text: 'If Auto then UPS defines destination type by customer address'.
- Shipping Description** [country]: A text area containing 'This is just package'. Below it is the text: 'Can use macro paste: #order_id#, #customer_name#'.

General tab — Account, Shipper Address, Ship From Address, Destination Type, Shipping Description

7.2 Packaging

Pick the DHL packaging code (`Your Packaging` is the safe default), set weight and dimension product attributes, fallback averages, and the boxes the carrier may use.

Volumetric weight: enable only if your account is billed by DIM weight. Use the divisor your DHL contract specifies — `5000` is the common metric standard, `139` the imperial standard.

7.3 Returns

Toggle automatic return-label generation. Decide whether customers can print or create return labels from their account.

7.4 References

The `ReferenceID` field is mandatory for DHL — set it once with macros (`#order_id#` is the typical value) and it resolves per shipment.

7.5 Payments

Currency must match your DHL account currency. Choose who pays for shipping, duties and taxes. Enable insurance and COD if your account supports them.

7.6 Notification

A free-form message displayed on the DHL delivery email / notification.

7.7 Printing

Pick `PDF` for download-and-print workflows, `Thermal` if you have a desktop thermal printer wired through e1-Print or QZ Tray. Resolution defaults to `203 dpi`.

7.8 Pickups

Configure the time window in which the courier may collect parcels and optional driver instructions. Enable the schedule for hands-off operation.

7.9 Tracking

Enable the schedule to poll DHL for delivery status on each shipment. The poller stops on the first terminal state or error per tracking number.

7.10 International Invoice

For cross-border shipments DHL needs a commercial or proforma invoice. Select the Incoterm (Terms of Shipment), the reason for export, and which product attributes hold description, country of origin, HS code, and Schedule B.

If your merchant pre-collects VAT, fill the Taxpayer Identification block — both shipper and consignee identifiers.

7.11 Automatic

Enables hands-off label creation on cron. Orders matching the configured order statuses + shipping methods are processed automatically. `Service / Service for International Destination` decide the DHL service applied.

7.12 Mass Actions

Same shape as *Automatic*, but governs the *Create DHL Label* mass action in the orders grid.

7.13 Manual Actions

Two switches: whether the manual *Create Label* action also creates an invoice and / or shipment.

7.14 Other Options

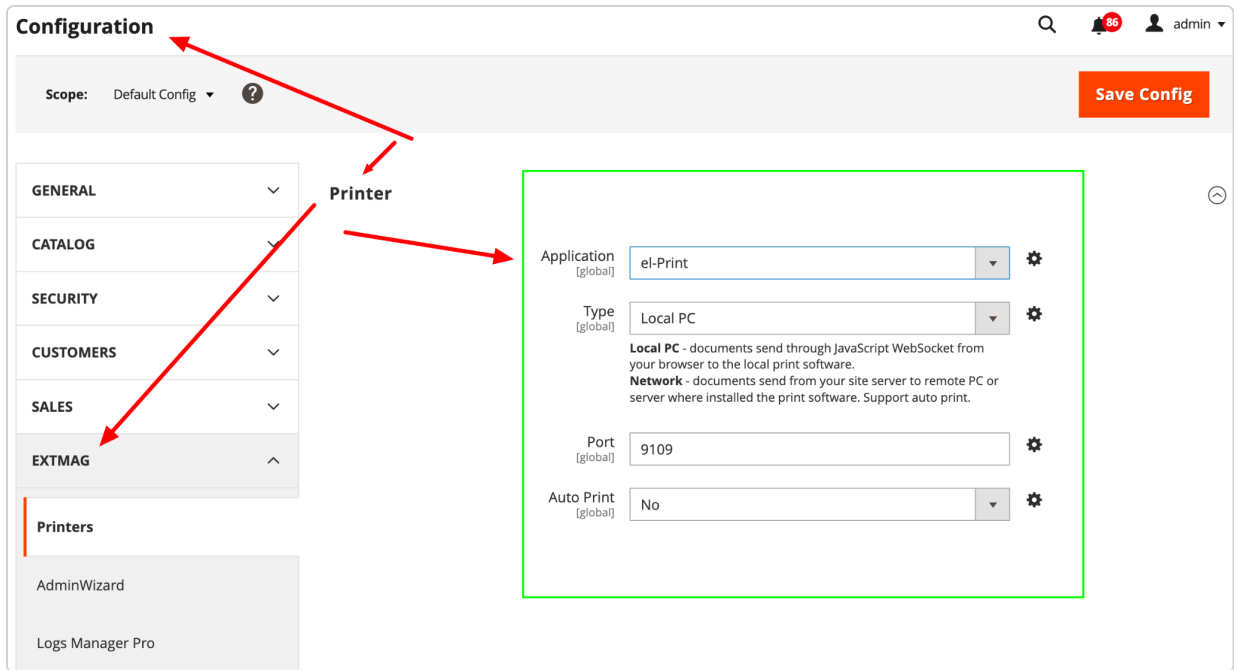
Saturday Pickup / Delivery, GoGreen carbon offset, Delivery Confirmation, post-label order status. The *Dangerous Goods* group at the bottom takes a category list — items in those categories trip DG-specific packaging.

8 Print labels

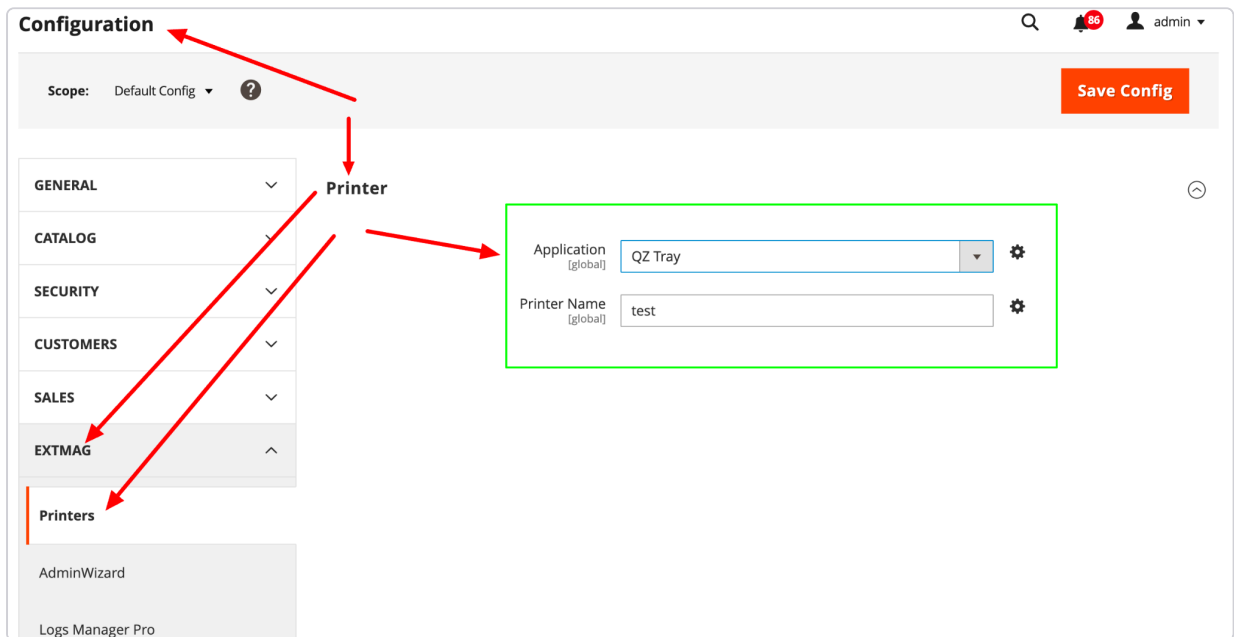
Generated labels can be downloaded as PDFs from the order shipment view or printed directly to a thermal printer through a desktop bridge:

Backend	URL	Notes
el-Print	<code>https://extmag.com/el-print.html</code>	Recommended — purpose-built for Extmag shipping modules.
QZ Tray	<code>https://qz.io/</code>	Generic web-to-printer bridge.

Configure either under `Store → Configuration → Extmag → Printers`. PDF labels work without a backend; thermal direct-print needs one.



Printer configuration — el-Print application, Type Local PC, Port 9109, Auto Print



Printer configuration — QZ Tray application with Printer Name

9 Worked example — first international shipment

1. Add the Shipper Account with the DHL credentials you received.
2. Save Shipper, Ship From and Sold To addresses.
3. *General* tab: select the account and both addresses, set Destination Type = Auto .

4. *Packaging* tab: set Average Product Weight to a sane fallback so empty weight does not block rate lookup.
5. *International Invoice* tab: pick `Commercial Invoice` , Terms of Shipment = `DAP` , set the four product attributes (Description, Country of Manufacture, HS Code, Unit of Measurement).
6. *Other Options* tab: Door To = `Door to Door` , Delivery Confirmation as required.
7. Place a test order to a foreign address. Confirm the DHL rate appears in checkout.
8. Open the order in admin → *Create DHL Label*. The label and customs invoice are generated together.

10 Hyva Theme and Hyva Checkout integration

Hyva storefronts need a companion module:

```
composer require extmag/shiplab-hyva
composer require magewirephp/magewire
bin/magento setup:upgrade
bin/magento cache:flush
```

The companion module replaces three Hyva templates. If your custom Hyva theme already overrides them, merge by hand:

```
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/ap.phtml
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/place-order
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/checkout/shipping/method
```

After install, the DHL carrier and access-point picker render via Hyva components rather than the Luma defaults.

11 Troubleshooting

11.1 Carrier missing from checkout

Confirm the General tab is fully populated (Account + both addresses), the carrier is enabled under `Sales → Shipping Methods` , and a shipping method exists under `Extmag → Shipping Methods → Shipping Methods` .

11.2 Empty rate response

DHL's XML rate call fails silently when weight resolves to 0 or dimensions are unparseable. Set fallback Average values on the *Packaging* tab, and check `var/log/system.log` for the actual DHL fault message.

11.3 Automatic label creation didn't fire

- `bin/magento cron:status` — cron must be running.
- *Automatic* tab → `Enabled = Yes`.
- Order status must be in *Allowed Order Statuses*.
- Shipping method must be in *Allowed Shipping Methods*.
- For international orders, *Service for International Destination* must be set.

11.4 Customs invoice prints wrong country

The *Sold To* address country must match the *Ship To* country. Otherwise DHL rejects the invoice. Either pick a matching Sold To, or leave it empty.

11.5 Thermal printer prints garbage

Resolution must match the printer (`203` for most desktop thermal models, `300` for high-end). Wrong Template (label dimensions) also produces mis-aligned output.

11.6 Hyva checkout still uses Luma layout

The companion module is missing or the cache was not flushed. Re-run `composer require extmag/shiplab-hyva && bin/magento setup:upgrade && bin/magento cache:flush`.

11.7 DHL XML fault: “Authentication failed”

Site ID or Password is wrong. Open the Shipper Account, re-enter both, **Save**, and try again. Wrong Shipping Number causes a different DHL fault — “Account Number unknown”.

11.8 Multi-website setup

Save configuration at the website scope per website. Different DHL accounts can drive different websites — pick the right Shipper Account at each scope. Per-country overrides handle exceptions (e.g. different service for shipments to one specific country).