

# Installation Guide

*MyDHL Express Comprehensive Shipping for Magento 2.x —  
Extmag\_MydhlShipping*

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*logo*

## 1 Requirements

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- Magento Open Source or Adobe Commerce 2.4.x. Earlier 2.3.x branches may work but are not tested.
- PHP 8.1, 8.2, or 8.3.
- Composer 2.x.
- `extmag/shiplab` 4.6.7 (pulled in transitively — it is the base shipping framework that the DHL Express integration plugs into). Do not install it manually; let composer resolve it.
- DHL Express account with API credentials issued by DHL:
  - **API Key** (Site ID)
  - **API Secret** (Password)
  - **Account Number** (Shipper Number) Sign in at <https://developer.dhl.com/> or contact your DHL account manager to provision these.
- Magento `default` cron group running every minute. Cron is required for automatic label creation, automatic pickups, tracking polling, and log cleanup. Manual mode works without cron, but you lose the automation.
- Outbound HTTPS to `https://express.api.dhl.com/`. Whitelist this host on any restrictive egress firewall.
- Multi-website and multi-store views are supported.

## 2 Composer install

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```
composer require extmag/mydhlshipping
bin/magento module:enable Extmag_MydhlShipping Extmag_Shiplab
bin/magento setup:upgrade
bin/magento setup:di:compile
bin/magento setup:static-content:deploy -f
bin/magento cache:flush
```

`setup:upgrade` creates the base `Extmag_Shiplab` schema. The carrier module itself ships one EAV data patch — see *Data patches* below.

## 3 Data patches

Patch	Effect
<code>Extmag\MydhlShipping\Setup\Patch\Data\EAVAttributesCategory</code>	Adds the <code>dhl_dg_category</code> category attribute used by the <i>Dangerous Goods</i> category chooser.

The patch is idempotent — running `setup:upgrade` again is a no-op.

## 4 Base tables created by `extmag/shiplab`

The carrier module reuses these tables — it does not add its own. Listed here for ops reference:

Table	Purpose
<code>extmag_shipper_account</code>	Shipper accounts (DHL API credentials, signature image).
<code>extmag_address</code>	Shipper, Ship From, Sold To address book.
<code>extmag_third_party</code>	Third-party payer accounts.
<code>extmag_dimension_box</code>	Reusable package box definitions.
<code>extmag_shipping_methods</code>	Shipping method rules shown at checkout.
<code>extmag_configuration*</code>	Per-store / per-direction / per-country settings tree.
<code>extmag_labels</code>	Created labels with PDF / ZPL / EPL payloads.
<code>extmag_pickup</code>	Pickup requests submitted to DHL.

Table	Purpose
<code>extmag_create_label_cron</code>	Queue for the automatic-label-creation cron job.
<code>extmag_logs</code>	Request / response audit log.
<code>extmag_shiplab_price_rules</code>	Cart price rule rules for shipping.
<code>extmag_blackout_rules</code>	Date / time blackout windows.
<code>extmag_access_point*</code>	DHL service points (when applicable).

## 5 Cron prerequisites

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The base module registers five cron jobs. All run under the Magento `default` group:

Job	Purpose
<code>extmag_create_shipping_label</code>	Queue-driven automatic label creation.
<code>extmag_create_pickup</code>	Automatic pickup creation (per-label or end-of-day).
<code>extmag_get_track</code>	Tracking polling for created shipments.
<code>extmag_clean_db_logs</code>	Database log retention cleanup.
<code>extmag_apq_purge_obsolete</code>	Access-point quote cache cleanup.

Set up Magento cron once for the whole instance:

```
bin/magento cron:install
crontab -l | grep magento
bin/magento cron:status
```

If cron is not running, automatic label creation stays queued in `extmag_create_label_cron` and never fires.

## 6 First-install configuration

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Once installed, you need to populate four entities before the carrier shows up at checkout:

1. **Shipper Account** — DHL API credentials, time zone, optional signature.
2. **Addresses** — at minimum a Shipper Address and (if different) a Ship From address.
3. **Package Boxes** (*optional*) — reusable box definitions for products that ship in a known container.

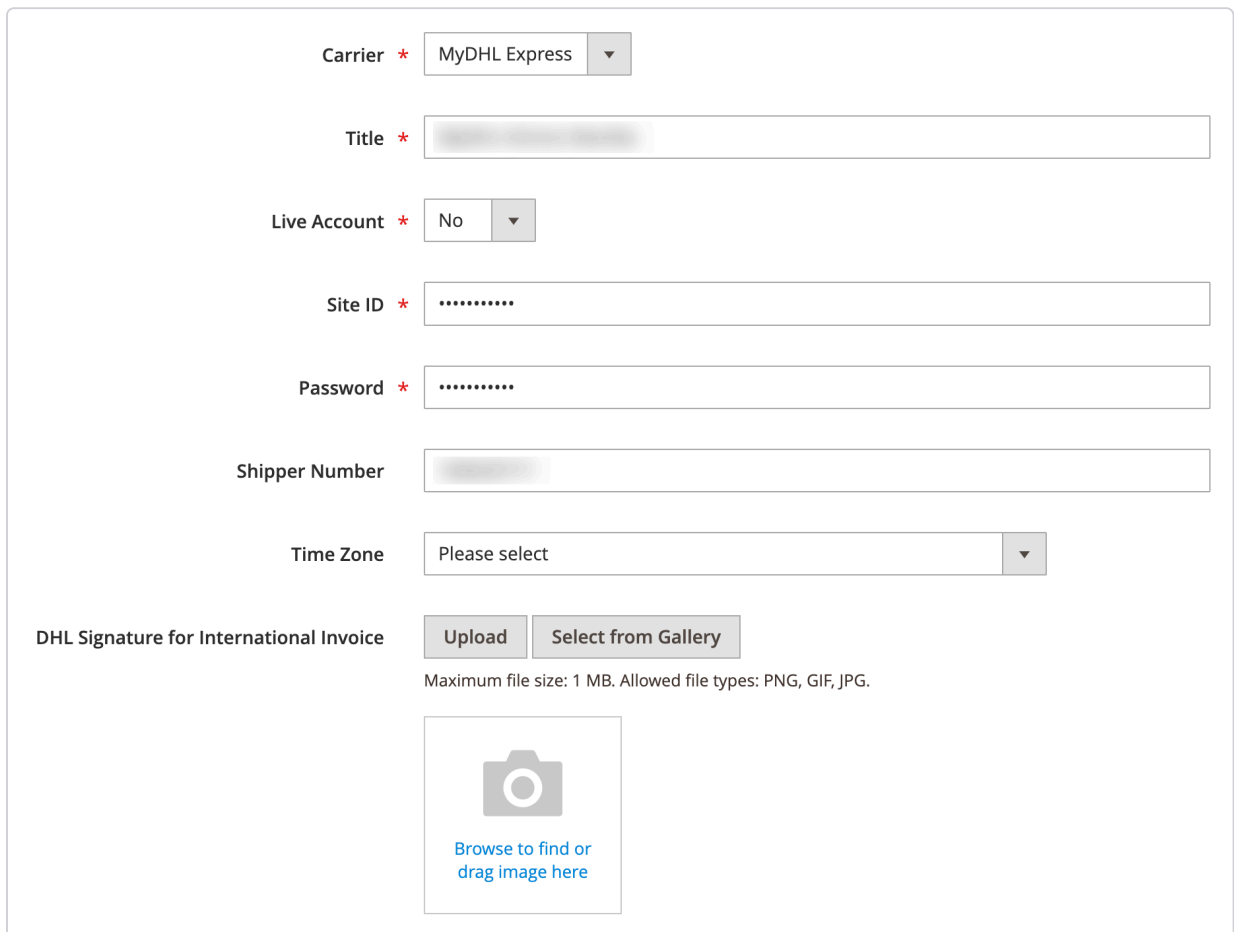
#### 4. Shipping Method — at least one rule that surfaces a DHL service at checkout.

Then open Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration and walk the tabs (General, Packaging, Returns, References, Payments, Notification, Printing, Pickups, Tracking, International Invoice, Landed Cost, Automatic, Mass Actions, Manual Actions, Other Options).

See the *User Guide* for the click-by-click flow and the *Reference Manual* for the field-level matrix.

## 6.1 Shipper Account

Extmag → Shipping Settings → Shipper Accounts → Add New Shipper Account. Set Carrier = MyDHL Express. Live Account = No on a sandbox, Yes on production.



Carrier \* MyDHL Express ▼

Title \*

Live Account \* No ▼

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*

The *DHL Signature for International Invoice* upload stores a PNG / GIF / JPG ( $\leq 1$  MB) used on Paperless Trade (PLT) invoices. Without it, PLT shipments to countries that require a signature image will fail.

## 6.2 Addresses

Extmag → Shipping Settings → Addresses → Add New Address . At minimum:

- **Shipper Address** — must match the legal address registered against your DHL Account Number.
- **Ship From Address** — your warehouse / dispatch location. Can equal the Shipper Address.
- **Sold To Address** (*optional*) — used on international invoices when the buyer differs from the consignee (drop-shipping, third-party recipients).

VAT/Tax Number, EORI Number, and TIN fields on the address are used on the international invoice. Leave blank to fall back to the Magento store defaults.

## 6.3 Package Boxes

Extmag → Shipping Settings → Package Boxes → Add New Box . Each box declares title, units, max weight, empty weight, inner dimensions, outer dimensions, and stock quantity. Linked to a shipping method on the *Packaging* tab in the carrier configuration.

If you do not define any boxes the carrier falls back to `typeCode = 'YP'` (*Your Packaging*) per package — DHL accepts this when no dimensions are declared.

## 6.4 Shipping Method

Extmag → Shipping Methods → Shipping Methods → Add New Shipping Method . Set *Carrier = MyDHL Express*, *Active = Yes*, attach websites and customer groups, optionally upload a carrier logo. The sub-fieldsets *Conditions*, *Additional Price*, *Additional Price Actions*, *Time In Transit*, *Date and Time Restrictions*, and *Other Options* are documented in the *User Guide*.

# 7 Verification

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```
bin/magento module:status Extmag_MydhlShipping
bin/magento module:status Extmag_Shiplab
```

Both must report *Module is enabled*. Then:

1. Log in to admin, open Extmag → Shipping Settings → Shipper Accounts . The grid must render even when empty.
2. Create one Shipper Account in sandbox mode.
3. Open Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration , set Account and Shipper Address on the *General* tab, save.

4. Open a frontend checkout with an international destination address. The DHL service should quote a rate within ~3 seconds. Errors are surfaced inline.

If the rate request fails with `Unauthorized` — double-check Site ID + Password on the Shipper Account, and confirm that the account is approved for live REST API access (DHL provisions sandbox and production credentials separately).

## 8 Upgrade flow

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```
composer update extmag/mydhlshipping
bin/magento setup:upgrade
bin/magento setup:di:compile
bin/magento setup:static-content:deploy -f
bin/magento cache:flush
```

`db_schema` migrations are declarative — no data loss on minor / patch versions. The 2.x line is forward-compatible across all 2.x revisions.

## 9 Disabling without uninstalling

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- Set the carrier *Active = No* on each shipping method to hide it at checkout while keeping settings in place.
- `bin/magento module:disable Extmag_MydhlShipping` — keeps the base `Extmag_Shiplab` framework usable for other carriers (UPS, FedEx, etc.).

The `extmag_*` tables and shipper-account credentials stay in the database either way.

## 10 Uninstall

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```
bin/magento module:disable Extmag_MydhlShipping
bin/magento setup:upgrade
composer remove extmag/mydhlshipping
```

If you also want to remove the base framework:

```
bin/magento module:disable Extmag_Shiplab
bin/magento setup:upgrade
composer remove extmag/shiplab
```

The schema is **not** dropped automatically — back up the `extmag_*` tables first, then `DROP TABLE` manually if you need to reclaim storage.

## 11 Troubleshooting install-time issues

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### 11.1 `Unauthorized` on first rate request

- Sandbox credentials cannot serve a production endpoint. *Live Account* on the Shipper Account toggles the base URL.
- The Site ID / Password pair is rejected silently on the DHL side when the account is not yet approved for REST API — contact your DHL rep.
- Outbound HTTPS to `express.api.dhl.com` must be allowed. Test from the Magento host: `curl -I https://express.api.dhl.com/`.

### 11.2 Carrier does not appear at checkout

- Module status: `bin/magento module:status Extmag_MydhlShipping` must be enabled.
- Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration → General → Account must be set.
- The customer's destination must match one of the shipping method's *Websites / Customer Groups / Conditions*.
- Inspect `var/log/system.log` and `var/log/extmag.log` — the REST connector logs API responses there.

### 11.3 Landed Cost (estimated duties) not shown at checkout

- Destination must be international (different country code from Shipper).
- Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration → Landed Cost → Enabled = Yes.
- *Show Duties & Taxes on Checkout* = Yes.
- *Duty And Tax Payer* on the *Payments* tab = *Customer* (DAP). When set to *Shipper* (DDP), duties are folded into the shipping price instead of showing as a separate line.

- Products in the cart must have a Harmonized Code attribute populated — Landed Cost API rejects items without one.

## 11.4 `setup:di:compile` fails after install

Clear `generated/` and re-run:

```
rm -rf generated/code generated/metadata
bin/magento setup:di:compile
```

The plugin map in `etc/di.xml` registers many plugins on `Extmag\Shiplab\*` types — every one of those parent classes must be in the autoloader at compile time.

## 11.5 EAV patch fails on `dhl_dg_category`

A previous install may have left a partial attribute. Inspect:

```
SELECT attribute_id, attribute_code FROM eav_attribute
WHERE attribute_code = 'dhl_dg_category';
```

Delete the row and re-run `setup:upgrade`. The patch is idempotent on a clean state.

## 11.6 Cron job never fires

```
bin/magento cron:status
crontab -l | grep magento
tail -f var/log/cron.log
```

Magento cron must be installed at OS level and the `default` group must not be disabled. The carrier module does not register its own cron group — every job runs under `default`.