DHL EXPRESS

ship.desktopshipper.com

DESKTOP SHIPPER TRAINING

DESKTOP SHIPPER

This document covers everything you need to know about

DHL EXPRESS

DHL Express is a division of DHL that offers fast delivery services. If a customer needs to send a package overseas quickly, DHL offers next (business) day rapid times almost any international destination. Sending a package from the US to countries residing in Europe, Australia, Asia or even a remote island in the Caribbean isn't a problem for DHL.
With more than a half-century of experience and a team of more than 100,000 Certified International Specialists, no other provider knows the world like DHL Express. They leverage their unrivaled global expertise and Customs know-how to keep an online retailer’s shipments moving swiftly – providing door-to-door expedited shipment delivery on the next possible business day.

https://www.dhl.com/us-en/home/express.html

DHL Express Highlights

- One of the fastest international package delivery carriers in the shipping business.
- Offers DDP or DDU payment of taxes and duties.
- Rates are obtained directly from DHL's API server and are always up to date.
- All labels are quickly generated and downloaded from DHL's API server.

International Services

DHL Express services are available for over 220 countries around the world

E01: DHL Express 9:00

E02: DHL Express 10:30

E03: DHL Express WorldWide

E04: DHL Medical Express

E05: DHL Express 12:00

E20: DHL Express WorldWide Document

E21: DHL Express 9:00 Document

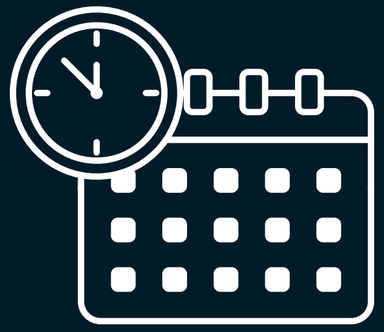
E22: DHL Express 10:30 Document

E23: DHL Express 12:00 Document

E24: DHL Express Envelope Document

DHL Express - WorldWide (E03)

DHL Express Worldwide is the most commonly used DHL Express service used by DesktopShipper customers with an DHL Express account.



Delivery Date and Time:

Next possible business day by end of the day

Max Weight:

150 pounds

Max DIMs:

118 x 48 x 63 inches

Worldwide Options:

Dangerous Goods*

Saturday Delivery

*Not all Dangerous Goods are supported by DHL. Please have the customer contact their DHL rep for more info on which hazardous items may be accepted by DHL.

DHL Express Special Services

CODE	SERVICE NAME	DESCRIPTION	SUPPORTED SERVICES
NOSIG	No Signature Required	Package may be delivered without a signature	E03
DGC	Dangerous Goods Code (v2)	items and materials classified as harmful to living beings and/or the environment	E03
INS	Carrier Insurance	DHL will provide insurance for the shipped package	E01, E02, E03, E04, E05
SATD	Saturday Delivery	Permits package to be delivered on a Saturday for an extra fee	E03
DCR	Delivery Confirmation	Package postage label will include a tracking barcode and number	E01, E02, E03, E05, E21, E22, E23

DHL Express Special Services

CODE	SERVICE NAME	DESCRIPTION	SUPPORTED SERVICES
DOC	Documents	Package item(s) is a document	E03, E20, E21, E22, E23, E24

Generating DHL Express Credentials:

Follow these steps to generate DHL Express API credentials

1) In a web browser navigate to

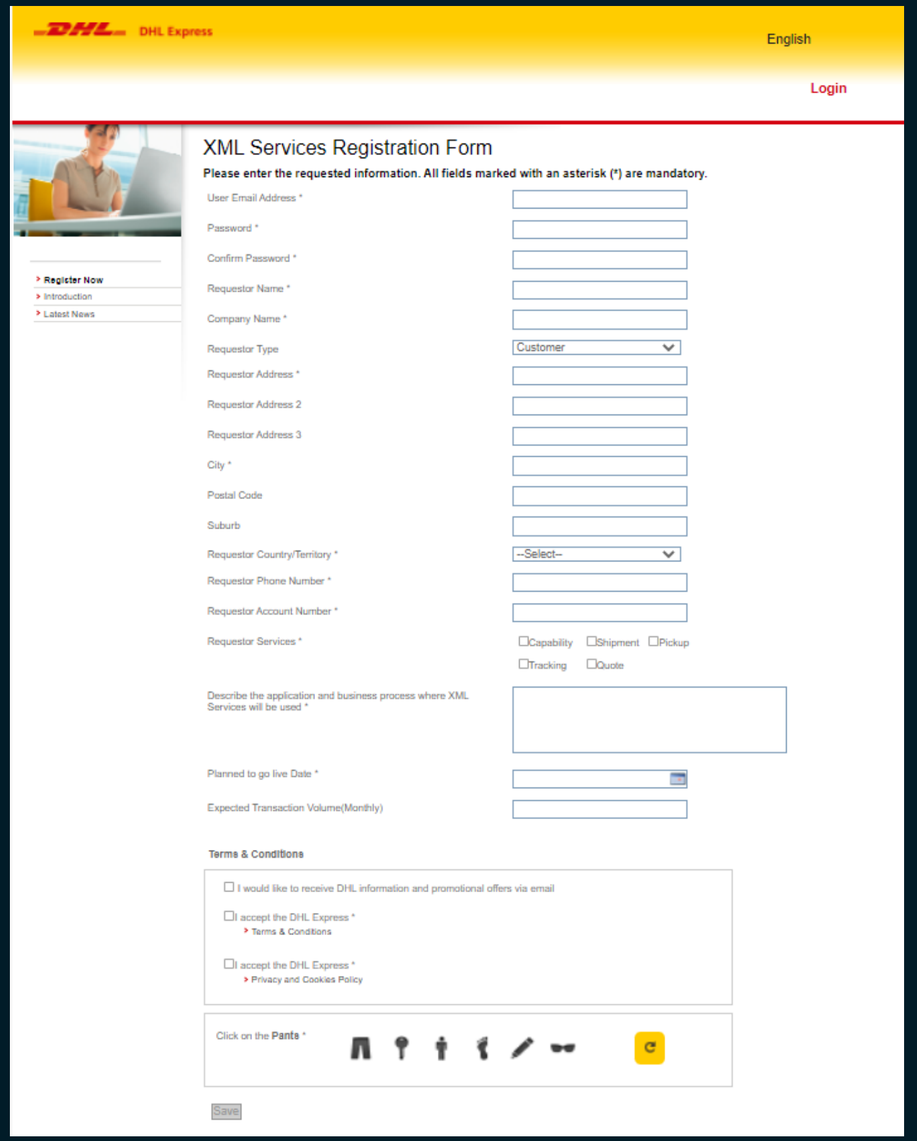
https://xmlportal.dhl.com/register

2) Fill out and submit the form to DHL.
*Note: Enter **"DesktopShipper"** in the field "Describe the application and business process where XML Services will be used."*

3) The following production credentials will be sent to the customers email within 24 hours. Please record them:

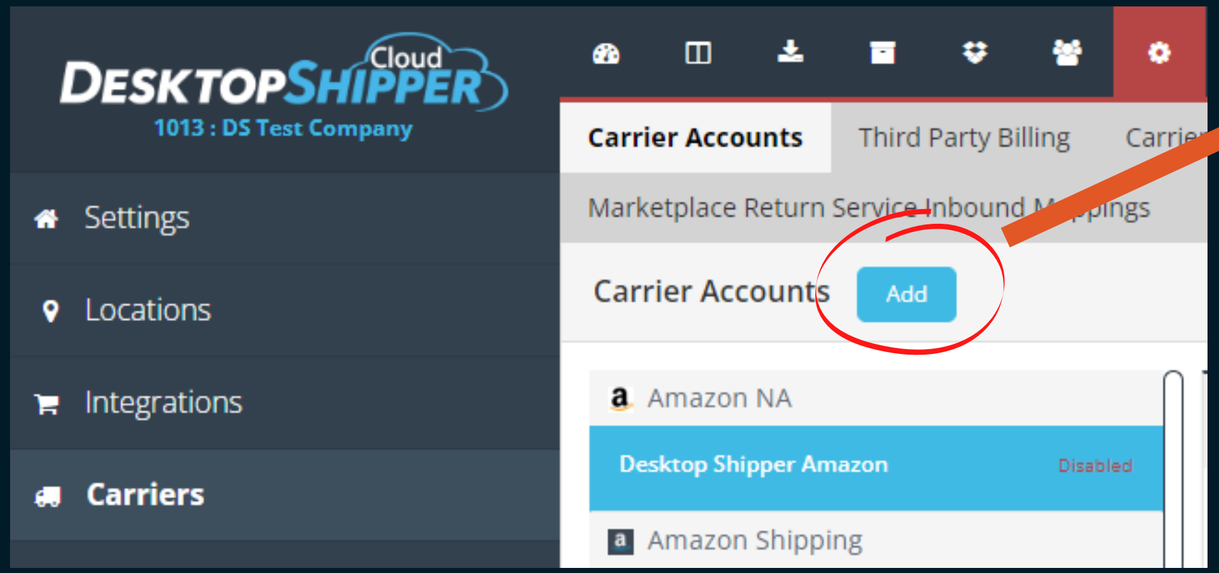
- *Site Id*
- *Password*
- *9-digit DHL Express account number*

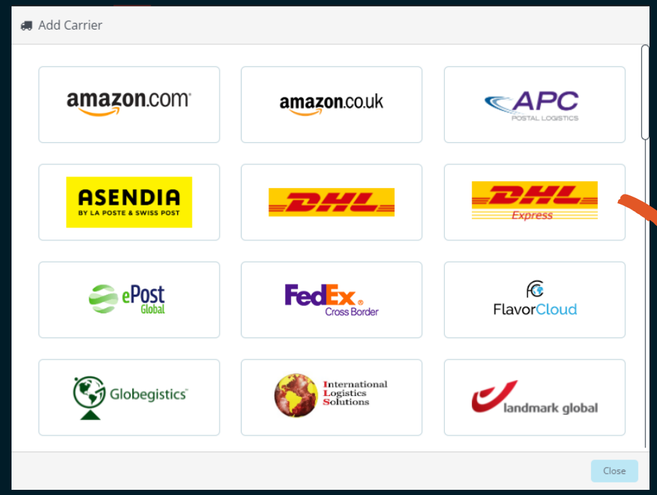
The above credentials can be used to connect the account in DesktopShipper



How To Set Up a DHL Express Account in DS Cloud

Navigate to the Settings -> Carriers -> Carrier Accounts tab and click on the "Add" button to open the Add Carrier window.





Adding a UPS Mail Innovations Account to DesktopShipper

1) Enter an unique account name for the DHL Express account.

2) Enter the DHL Express account number obtained from the customer's DHL rep.

3) Enable the account number

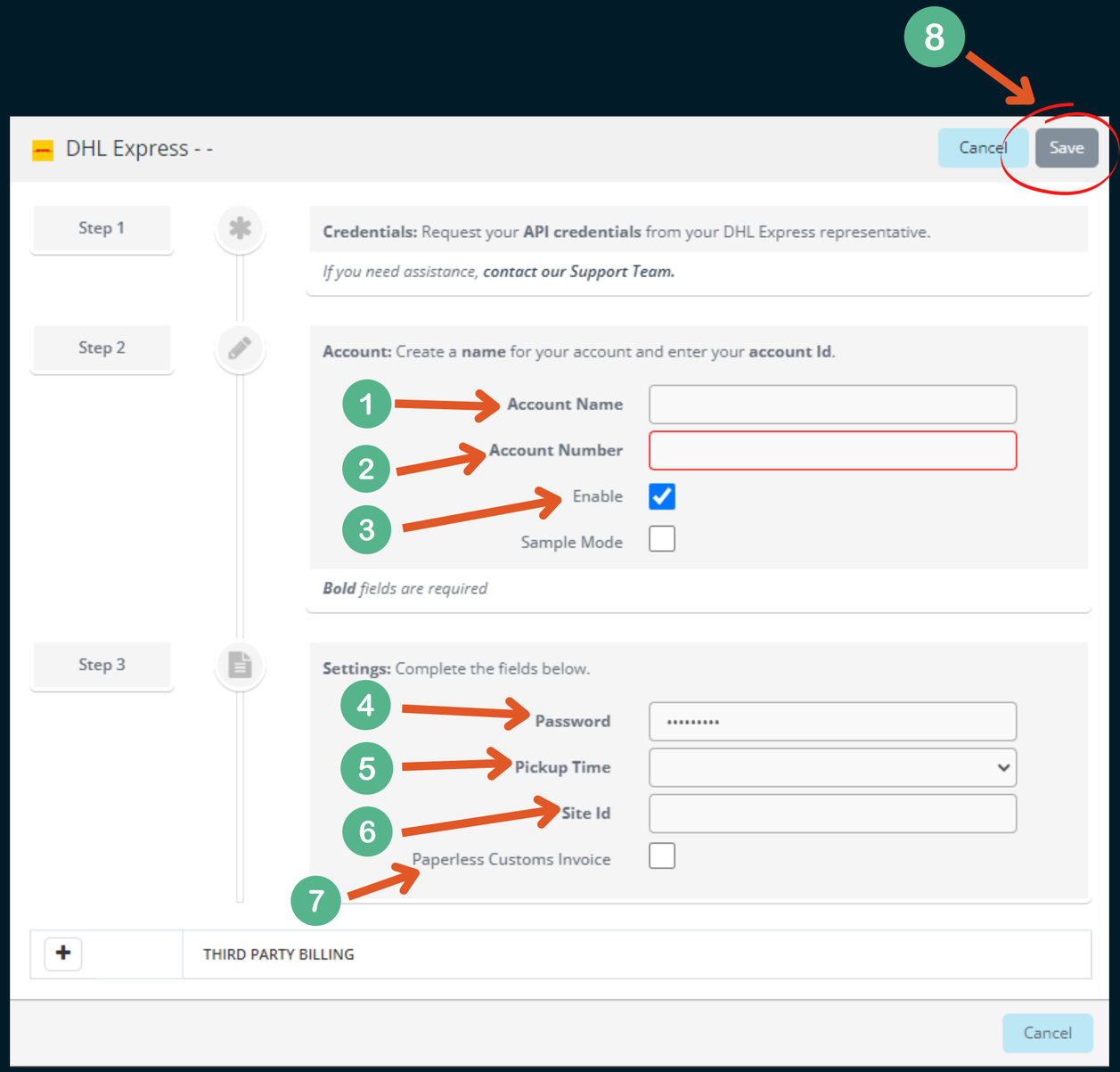
4) Enter the customer's DHL Express API password

5) select a pickup time

6) Enter the Site ID (provided by the DHL rep)

7) Enable Paperless Customs Invoice if customer will be using it.

8) Click Save



Adding a DHL Express Third Party Account

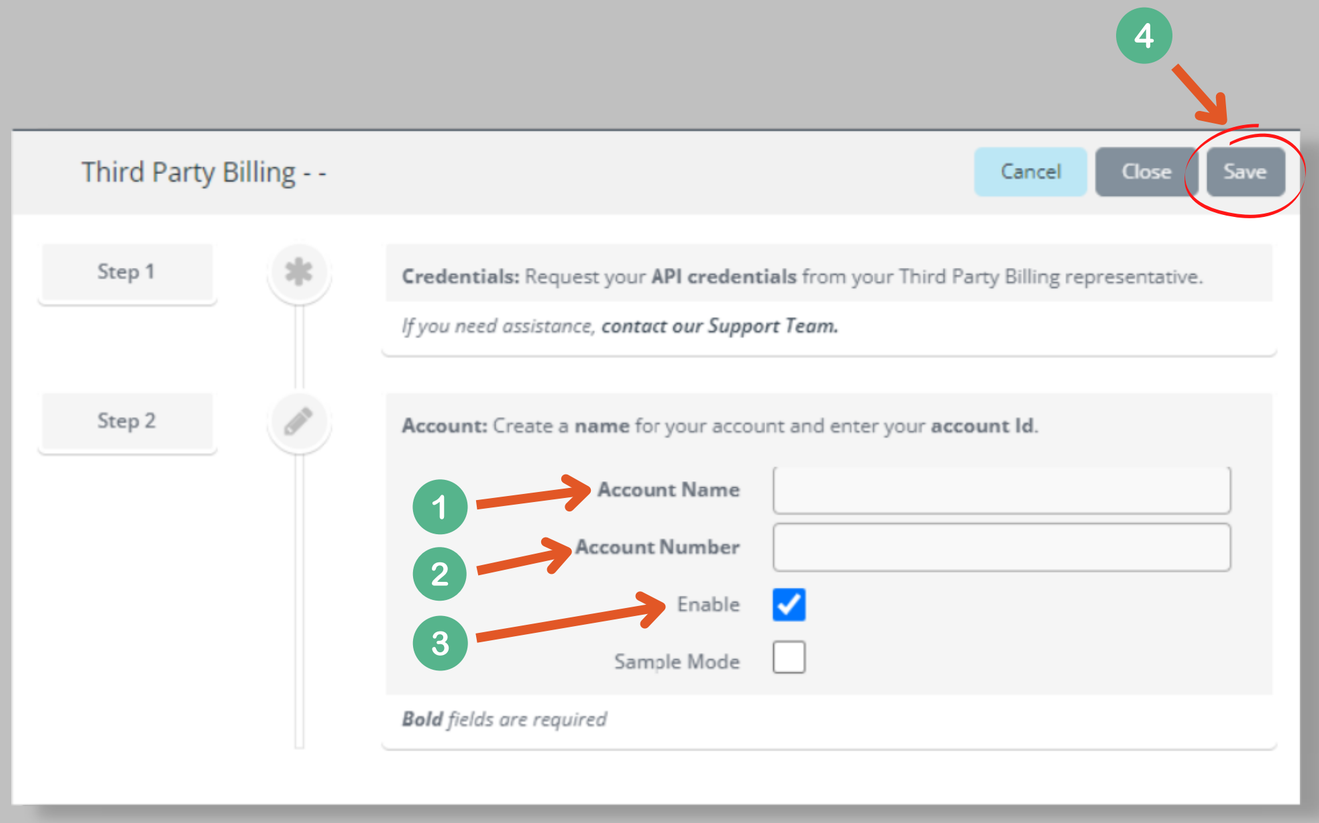
DHL Express supports third party accounts that will be billed instead of the customer's main account. Third party accounts a frequently utilized by fulfilment companies who has their clients pay for shipping charges upon shipping the client's products.

1) Enter an unique account name for the third party DHL Express account, usually the customer's client's company name.

2) Enter the customer's client's DHL Express account number.

3) Enable the account.

4) Click Save



Adding a DHL Express Third Party Mapping

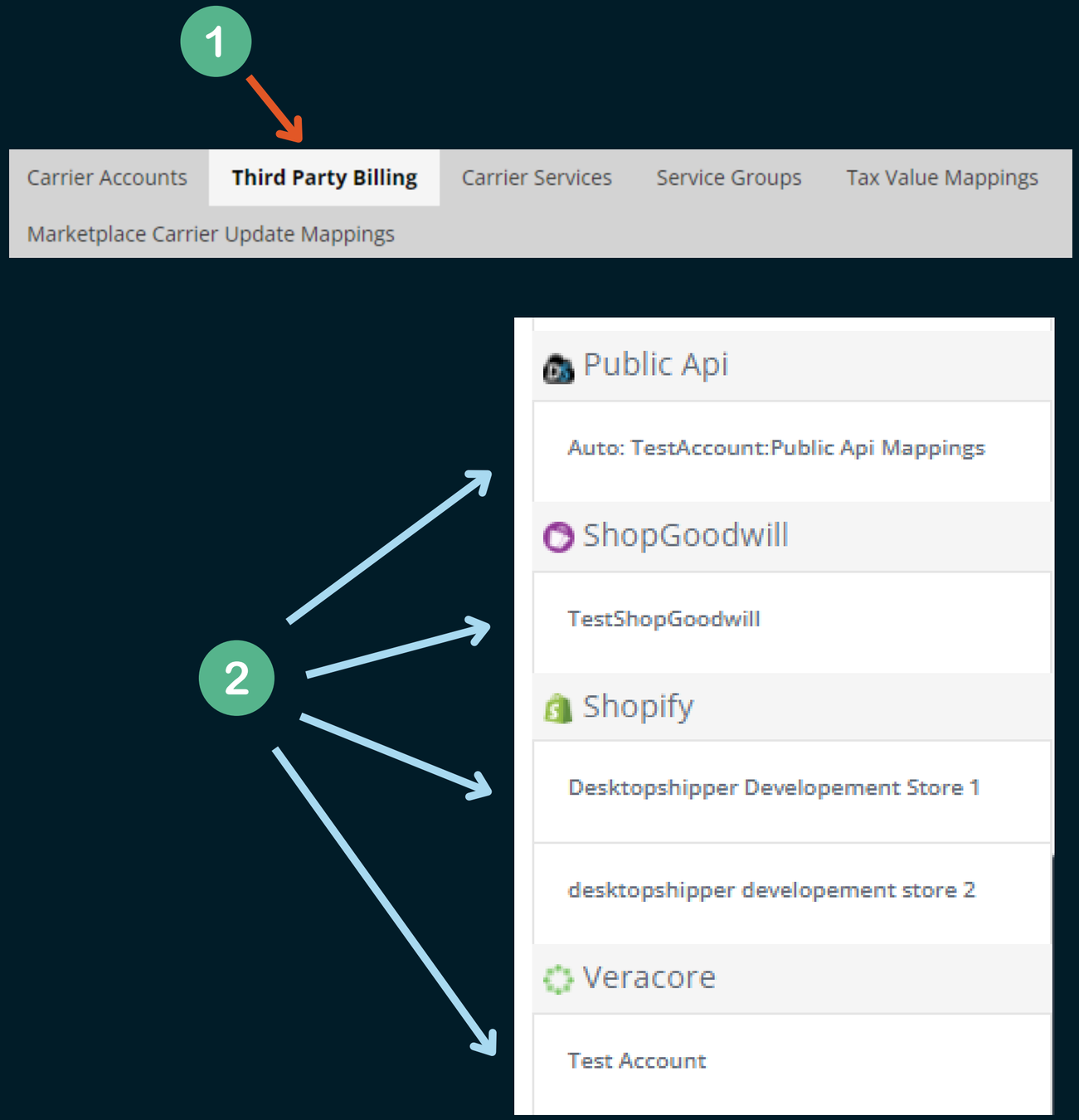
After setting up a DHL Express third party account you can add a mapping for it so DesktopShipper will automatically use the third party account given the configured circumstance(s).

1) To set up a thrid party billing mapping, under carrier settings, go to the "Third Party Billing" tab and click the "Add" button on the right of the window.

2) Select which integration account you wish to associate the mapping to.

3) Click the

button on the right of the window.



Adding a DHL Express Third Party Mapping

(continued)

1) Select the customer's Carrier Account that the third party account is associated with.

2) Type the value that will be the "trigger". The targeted field depends on an integration setting that varies with each integration if the option is available. A common field for the value is the department.

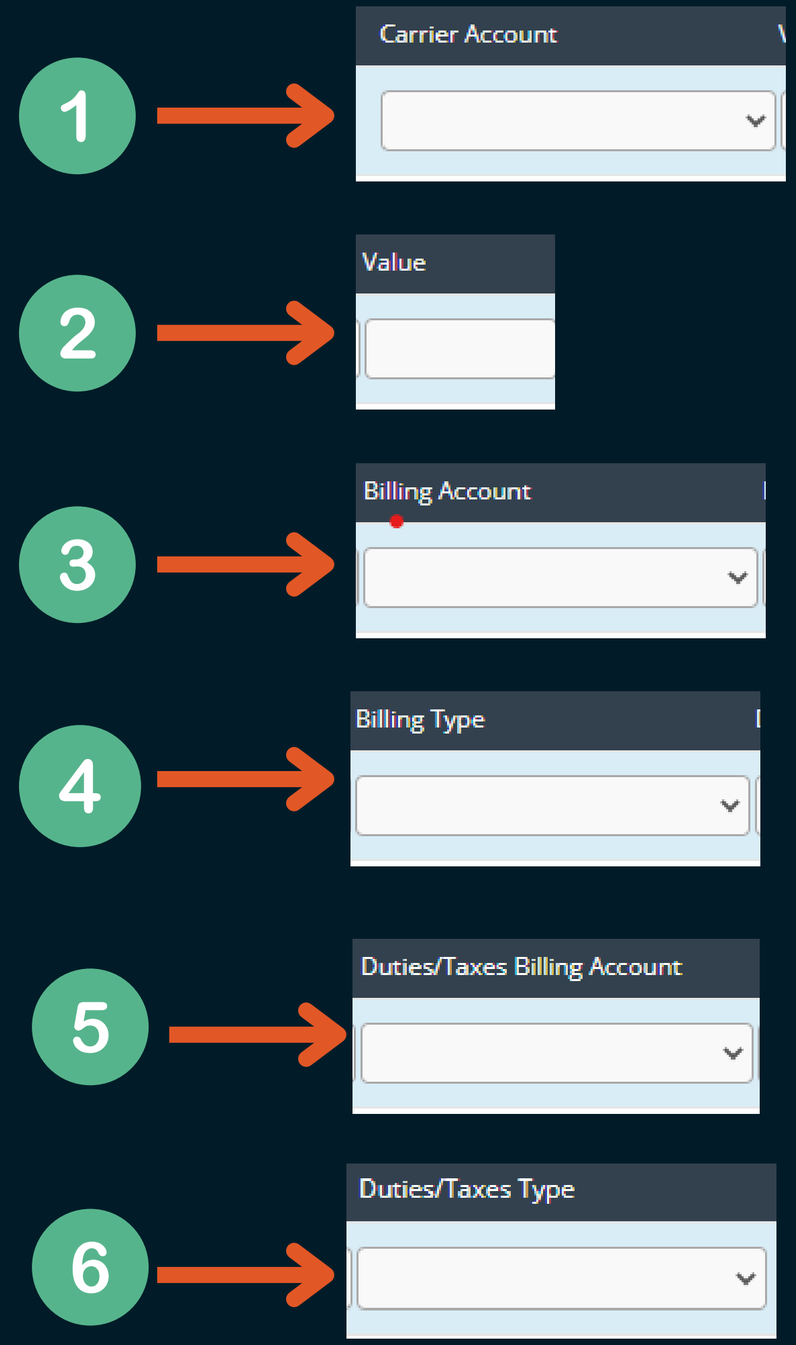
3) Select the third party billing account.

4) Select "Third Party" for the Billing Type

5) Select which account you want to use for Duties and Taxes

6) Select "Third Party" for the Duties and Taxes Billing Type

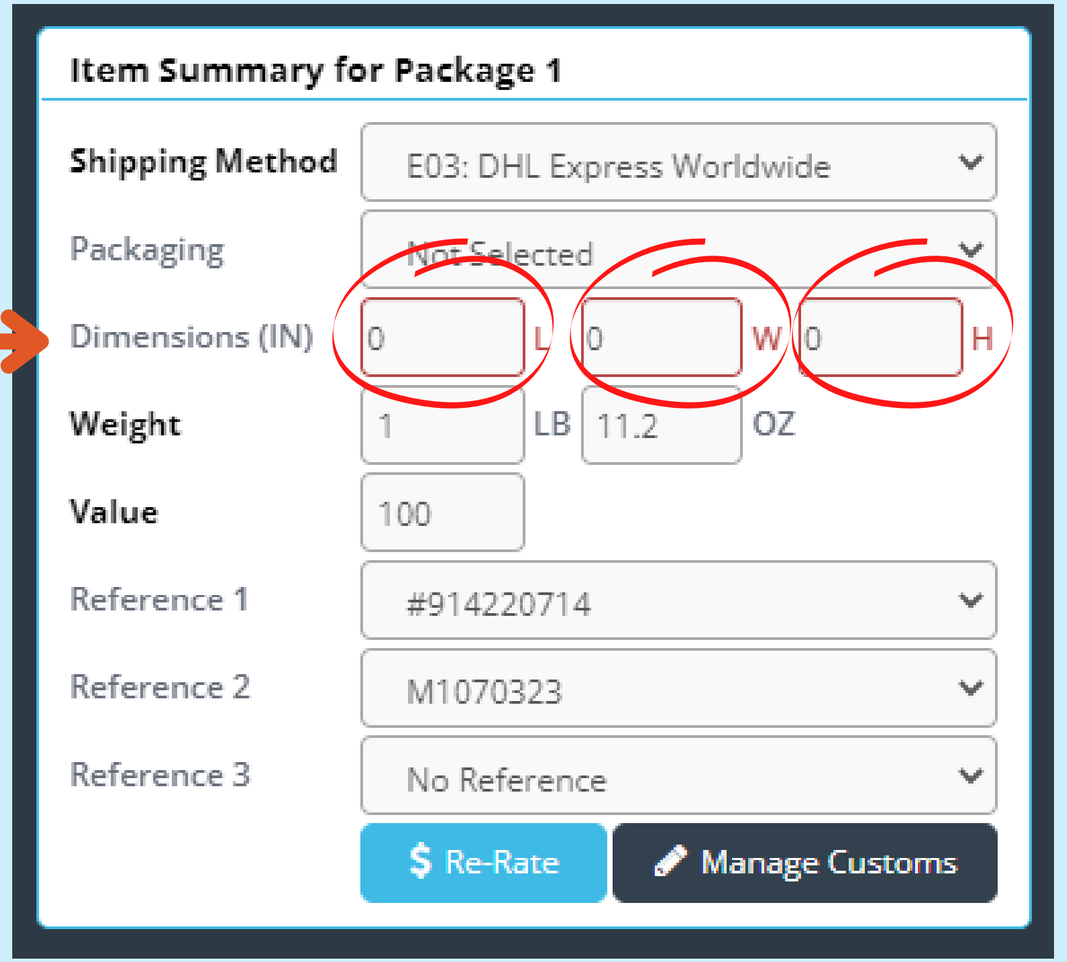
7) Click the Save button.



Shipping with DHL Express

Dimensions Are Required To Ship

When Shipping with DHL Express a rate will return from DHL's API whether or not you assign the order dimensions. However, attempting to ship an order without dimensions will result in an error returned from the API.



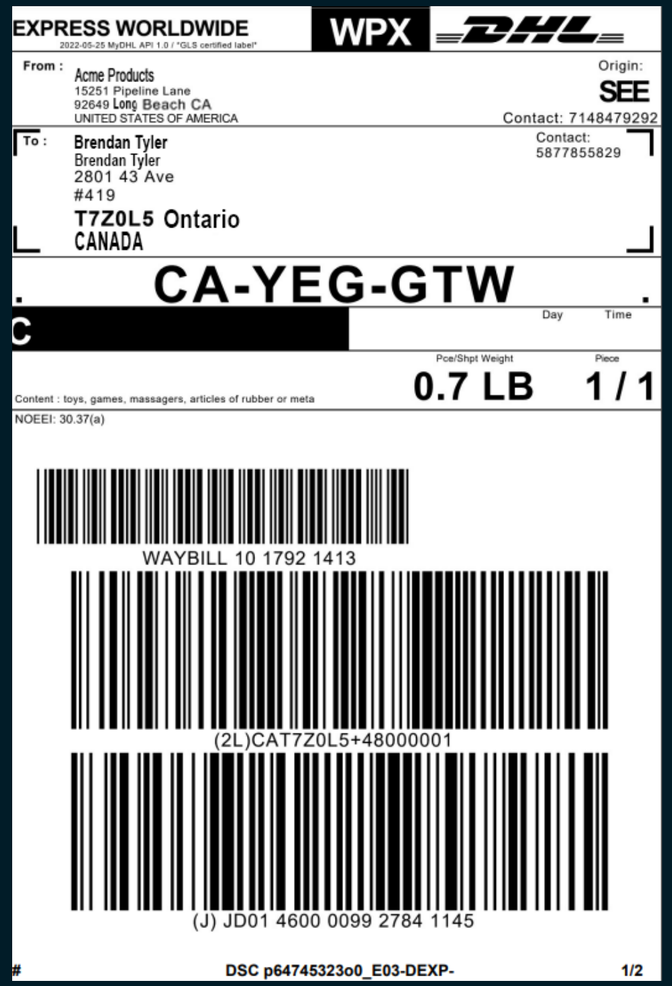
DHL Express Labels

When Shipping a DHL Express Package, the shipper will receive 2 labels from DHL Express's API server. Both of which need to be affixed to the box.

1) **Postage Label** - contains various necessary info such as the return address, the destination address, recipient contact info, the actual package weight, a general description of the contained products, and tracking barcodes.

1) **Waybill Label** - contains various necessary info such as the return address, the destination address, recipient contact info, the actual package weight, shipment details, and a tracking barcode. The DHL way bill is similar to a Commercial Invoice for other carriers, only it prints on a 4x6 label instead of 8.5x11 print out.

Postage Label


EXPRESS WORLDWIDE
2022-05-25 MyDHL API 1.0 / "GLS certified label"
WPX
From :
Acme Products
15251 Pipeline Lane
92649 Long Beach CA
UNITED STATES OF AMERICA
Origin:
SEE
Contact: 7148479292
To :
Brendan Tyler
Brendan Tyler
2801 43 Ave
#419
T7Z0L5 Ontario
CANADA
Contact:
5877855829
CA-YEG-GTW
Day
Time
C
Pce/Shpt Weight
Piece
0.7 LB
1 / 1
Content : toys, games, massagers, articles of rubber or meta
NOEEI: 30.37(a)
WAYBILL 10 1792 1413
(2L)CAT7Z0L5+48000001
(J) JD01 4600 0099 2784 1145
#
DSC p64745323o0_E03-DEXP-
1/2

Waybill Label

WAYBILL DOC
Not to be attached to package - Hand to Courier
2022-05-25 MyDHL API 1.0 / GLS certified label
WPX
Shipper :
Acme Products
15251 Pipeline Lane
92649 Long Beach CA
UNITED STATES OF AMERICA
Contact:
7148479292
Receiver :
Brendan Tyler
Brendan Tyler
2801 43 Ave
#419
T7Z0L5 ONTARIO
CANADA
Contact:
5877855829
US-SEE-SEE
CA-YEG-GTW
Product Details:
[P] EXPRESS WORLDWIDE (48)
Features / Services (Service Code)
DUTIES & TAXES UNPAID(DS)
Payer Details
FRT: 849536007
DHL Billing Service: DTU
Shipment Details
Declared Value for Customs: 16.94 USD
Content: toys, games, massagers, articles of rubber or meta
Cust Decl Shpt Wgt (UOM) / Dim Wgt (UOM):
0.7 LB
Pieces
1
NOEEI: 30.37(a)
WAYBILL 10 1792 1413
Name (in Capital Letters)
Signature
Date (DD.MM.YYYY)
License Plates of pieces in shipment
JD014600009927841145
- page 1 of 1 -

DHL Express Paperless Trade

Available in more than 150 countries worldwide, DHL Paperless Trade can save customers time and money as well as reducing their paperwork and making a positive contribution to the environment. DHL's Paperless Trade allows customers to transmit their commercial or pro forma invoices online. This free service eliminates the need to print and physically attach customs documents to your shipments. This will save valuable time and printing costs. Also, the digital processing of customers' documents facilitates smooth processing at customs and a quick clearance of their shipments.

Paperless Trade is available for customers' dutiable shipments for DHL Economy Select shipments. Paperless Trade is integrated into Desktopshipper by utilizing DHL's API. Customers activate Paperless Trade via "My Profile" in the menu on DHL's website. Paperless Trade will be active after accepting the Conditions and uploading the digital signature and company logo.

Paperless Trade Supported Countries

Country Code	Value Threshold
AD	
AE	$13,623
AG	$4,500
AI	
AL	
AO	
AR	$1,000
AS	
AT	
AU	
AW	
BB	$50
BE	
BF	
BG	
BH	$1,300
BI	
BJ	
BM	$500

Paperless Trade
Supported Countries

BN	
BS	$1,000
BT	
BW	
BZ	$499
CA	
CD	
CF	
CG	
CH	

CI	
CK	
CL	
CM	
CN	
CO	$2,000
CV	
CY	
CZ	
DE	

DJ	
DK	
DM	
DO	$200
EE	
ES	
ET	
FI	
FJ	
FK	

FM	
FO	
FR	
GA	
GB	
GD	
GF	
GG	
GH	
GI	

Paperless Trade
Supported Countries

GL	
GM	
GN	
GP	
GQ	
GR	
GU	
GW	
GY	$50
HK	

HR	
HT	$100
HU	
IC	
ID	
IE	
IL	
IS	
IT	
JE	

JM	$3,000
JO	$1,000
JP	
KE	
KH	
KI	
KM	
KN	
KR	
LA	

LC	
LI	
LK	
LR	
LT	
LU	
LV	
MC	
MG	
MH	

Paperless Trade
Supported Countries

ML	
MN	
MO	
MP	
MQ	$25
MR	
MS	$1,500
MT	
MU	
MV	

MW	
MX	$300
MY	
MZ	
NA	
NC	
NE	$3,000
NL	$1,000
NO	
NP	

NR	
NU	
NZ	
OM	$2,500
PA	
PE	
PF	
PG	
PH	
PL	

PR	
PT	
PW	
PY	$1,000
RE	
RO	
RW	
SA	$13,249
SB	
SC	

Paperless Trade
Supported Countries

SE	$25
SG	
SH	$1,500
SI	
SK	
SL	
SN	
SR	$50
ST	
SZ	

TC	$1,000
TD	
TG	
TH	
TL	
TM	
TO	
TT	$1,000
TV	
TW	

TZ	
UG	
US	
UY	$200
VA	
VC	
VE	$2,000
VG	
VI	
VU	

WS	
XB	
XC	
XE	$13,249
XM	
XN	
XY	$25
YT	
ZA	$1,500
ZM	

Paperless Trade
Supported Countries

SK	
SL	
SN	
SR	$50
ST	
SZ	
TC	$1,000
TD	
TG	

TH	
TL	
TM	
TO	
TT	$1,000
TV	
TW	
TZ	
UG	

DHL Express End-Of-Day

Because DHL Express labels are acquired from a the carrier's server, DHL Express shipments can be and are closed automatically when processing. The is no end-of-day process involved other that than the shipper turns over the packages to the DHL driver.

Troubleshooting Tips for DHL Express

Problem

DHL's API is not returning rates for any orders.

Possible Causes

DHL's API server may be down.

Possible Solutions

- Check API status at https://status.api.dhl.com/
- Call DHL Express' customer support at 1-800-225-5345
- Emal xmlrequests@dhl.com

Problem

DHL's API is not returning rates for one order.

Possible Causes

While DHL services over 240 countries, some countries might be currently not supported due to conditions beyond DHL's control such as a war or a virus pandemic.

Possible Solutions

If the customer needs to ship to the order's destination country, they will need to contact DHL Express support or try shipping with a different carrier.

DHL EXPRESS

COMPLETED

Please reach out for additional questions at:

503.331.4000

support@desktopshipper.com

www.desktopshipper.com/support

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shipv2.desktopshipper.com

DESKTOP SHIPPER TRAINING