

How to Configure Shopify for DHL eCommerce

General Settings

Log into Shopify > Apps > Installed Apps > DHL

Activate the relevant plug-in by clicking on the toggle (selected configuration options will appear green when activated)

- *Pickup Account Number* and *Distribution Centre/Facility Code* - will be provided by your account manager or found in your contract documents.
- *Package Prefix* - is generated by you. We strongly suggest making it relevant to your business. This will be added to the beginning of the tracking number to identify the package is coming from your company. (Only applicable for customers in the Asia Pacific region).
- *Client ID* and *Client Secret* – The information can be obtained by contacting integration@dhl.com

See image below for reference

The screenshot displays the Shopify admin interface for the DHL eCommerce app. The top navigation bar shows the Shopify logo, a search bar, and the user's name 'DHL_eCom Admin'. The left sidebar contains navigation options like Home, Orders, Products, Customers, Analytics, Discounts, and Apps. The main content area is titled 'DHL / Settings' and features a green toggle switch for 'DHL Shipping from other countries (eCommerce) - synced', highlighted by a red arrow. Below this, the 'General Settings' section contains several input fields: 'Pickup Account Number' (5340954), 'Distribution Center' (USLAX1), 'Package Prefix' (DHL12), 'Client ID' (794a7d96-d6cc-414b-ad83-a47f0e2eff9f), and 'Client secret' (masked). A 'Save and Test' button is located at the bottom of this section, and a black notification box displays 'Successfully saved and tested!'. The 'Additional Settings' section includes a text field for 'COD / Manual Payment Name in Shopify' (Cash on Delivery (COD)) and a 'Defaults' section with dropdown menus for 'International Default Service' (DHL Packet International Economy), 'Handover' (Drop-Off), 'Label Format' (PNG), and 'Terms of Trade' (Delivery Duty Unpaid).

- *COD (Cash on Delivery)/ Manual Payment Name in Shopify* - Pre-select name here to appear at checkout.

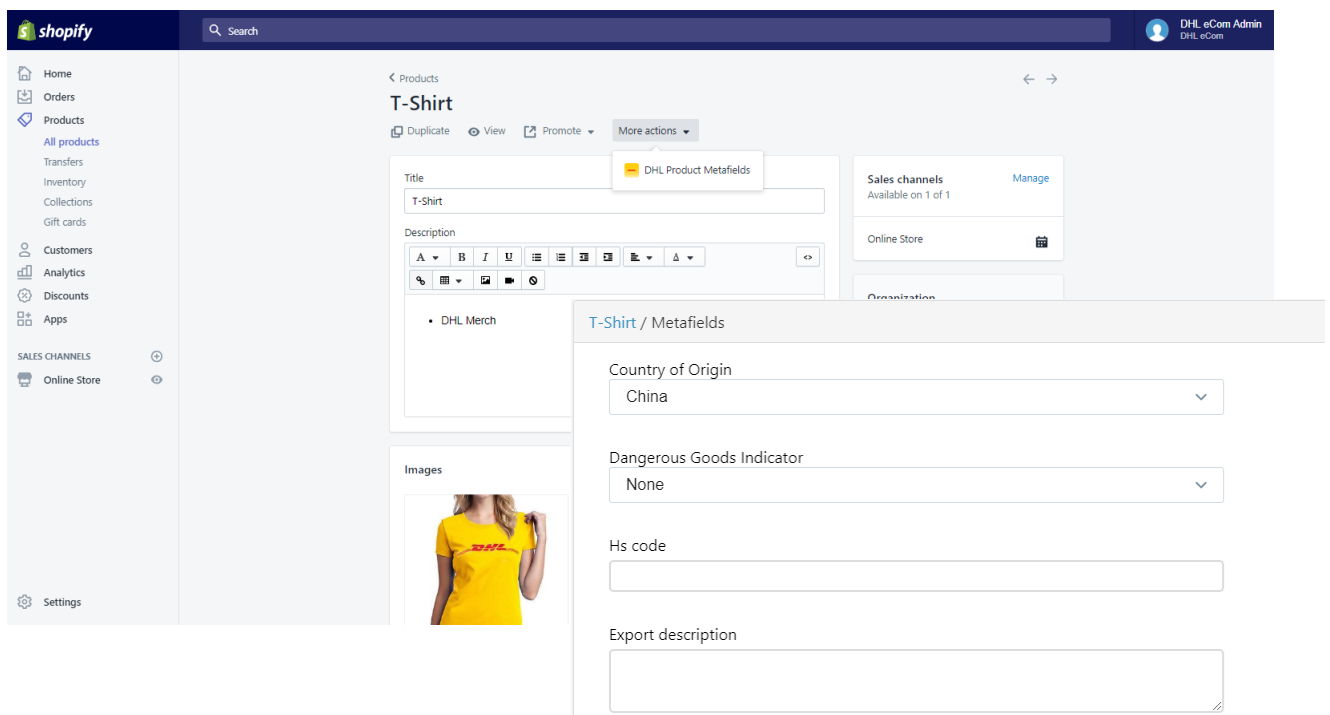
- *International Default Service* – Select standard shipping service for domestic and international orders (this can be customised for each order before you print your label).
- *Handover* – Are DHL collecting your shipments or are they being dropped off at a DHL depot?

This section of the settings auto-saves and can be amended at any time.

Additional Settings

International shipments require you to provide more product information to ensure correct customs clearance.

Products > All Products > *Click into product* > More Actions > DHL Product Metafields



- *Country of Origin* – is required as some products may be restricted in certain countries.
- *Dangerous Goods Indicator* – is required for goods being transported via air as there are limitations based on their content.
- *The Harmonized Standard Code (HS-Code)* – Ensure prohibited items are not imported and tax/duty calculations are done correctly. You may find this [link](#) useful.
- *Export Description* – DHL needs this information about each product to ensure a smooth customs clearance for your international shipments.