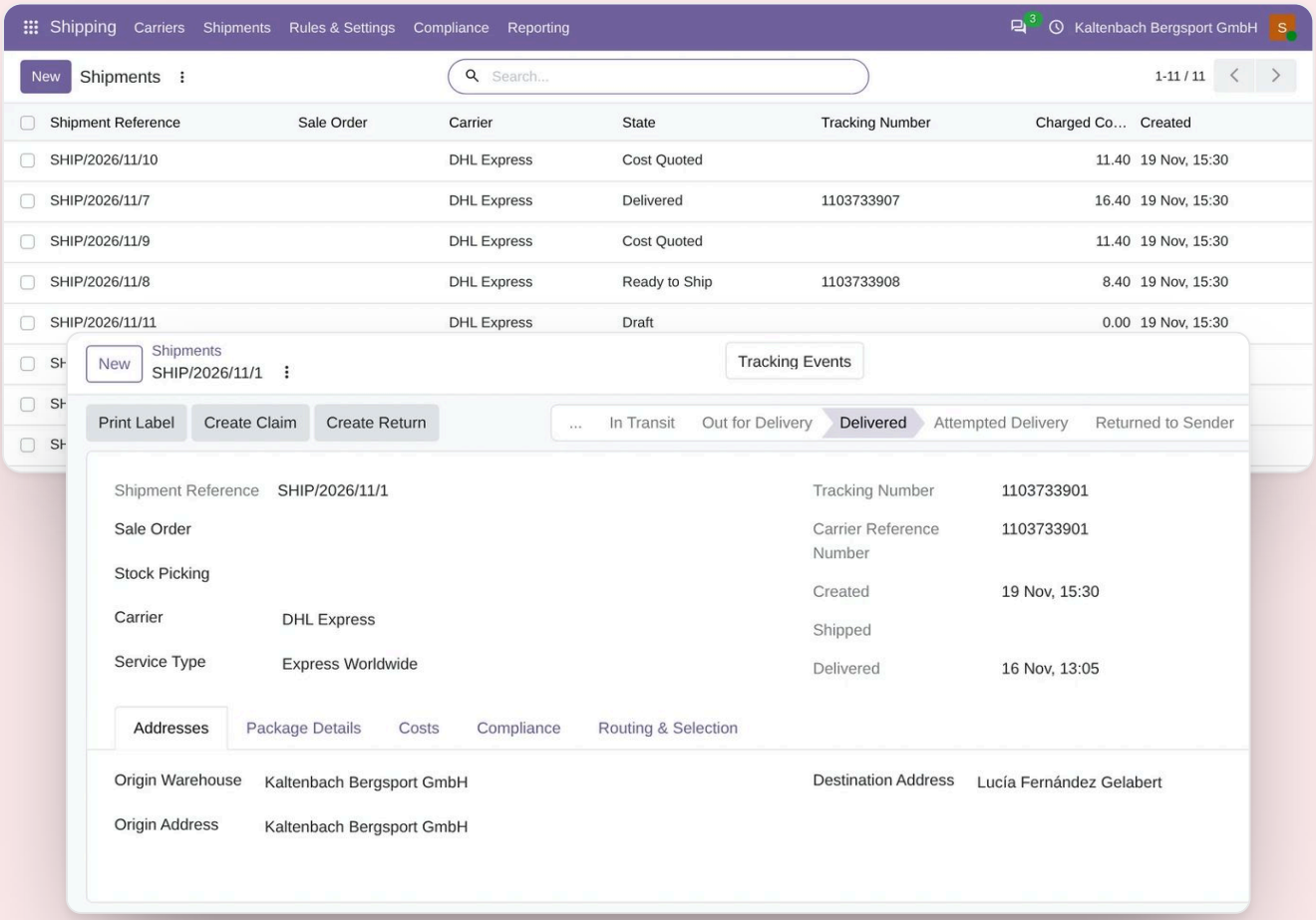
CONNECTOR GUIDE · SHIPPING AND CARRIERS

DHL Express for Odoo

DHL Express shipments from their own Odoo app: your account's price, the label and tracking every hour.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 19-11-2026



Real Odoo 20 screenshot. The shipments list with their statuses and the detail of a delivered shipment, with its data tab and the header buttons.

Contents

On the right, the page where each chapter starts. Menu and button names are those of Odoo in English.

1	Who it is for and what it solves	3
2	The connector in figures	4
3	Where you see it in your Odoo	5
4	What you need before you start	6
5	The FlexigoTech Cloud trial	6
6	Setting up your connection step by step	8
7	Carriers and service types: which DHL Express product each shipment uses	10
8	From the shipment in Odoo to the DHL Express label	13
9	DHL Express tracking in Odoo	18
10	Customs and dangerous goods	20
11	Shipping rules and pricing rules	24
12	Returns and claims	27
13	What the carrier invoices you compared with what Odoo records	30
14	Intrastat and GDPR requests	33
15	The data that goes out and comes back	35
16	What happens automatically	36
17	The connection options and their defaults	36
18	Security and personal data	38
19	Several connections and several companies	39
20	If something fails	39
21	Other ways of doing it	40
22	Plans and price	41
23	Frequently asked questions	42
24	Glossary	44
25	Checklist and contact	46

This guide describes version 20.0.1.2.3 of the module (Odoo branch 20.0, commit a7fd9bba1). Everything in it comes from its published code, the platform's official documentation or real screenshots.

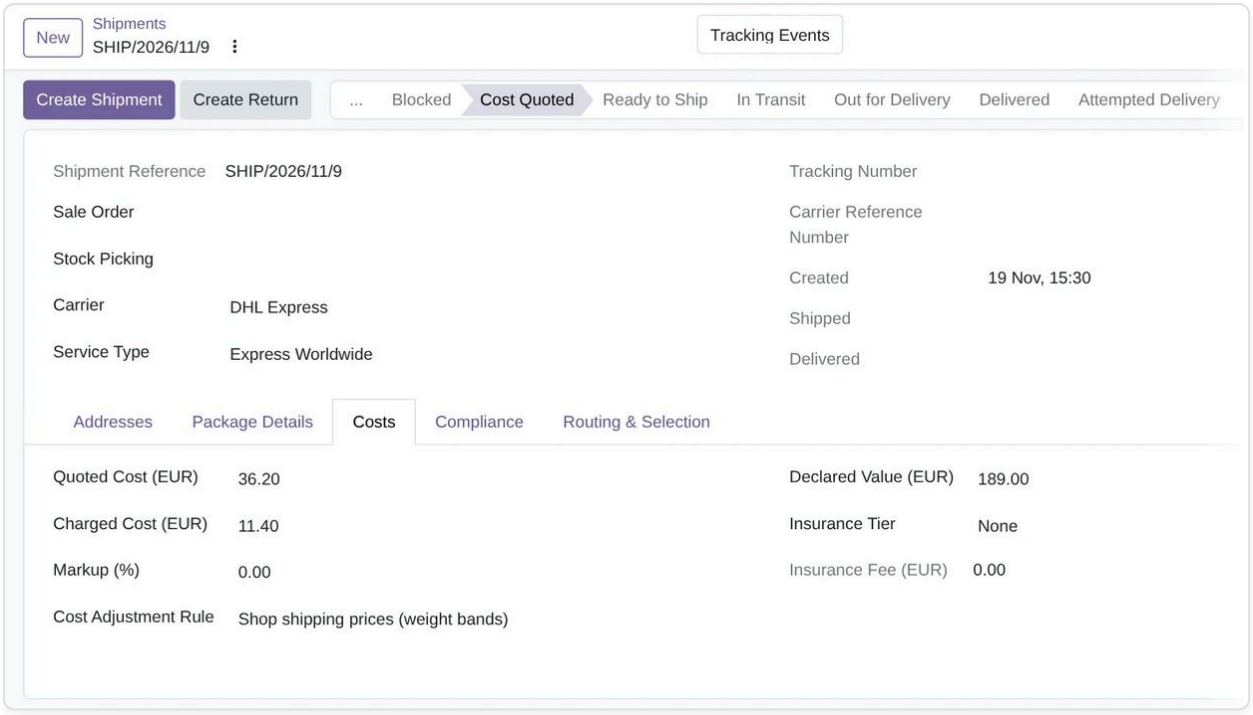
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to DHL Express. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

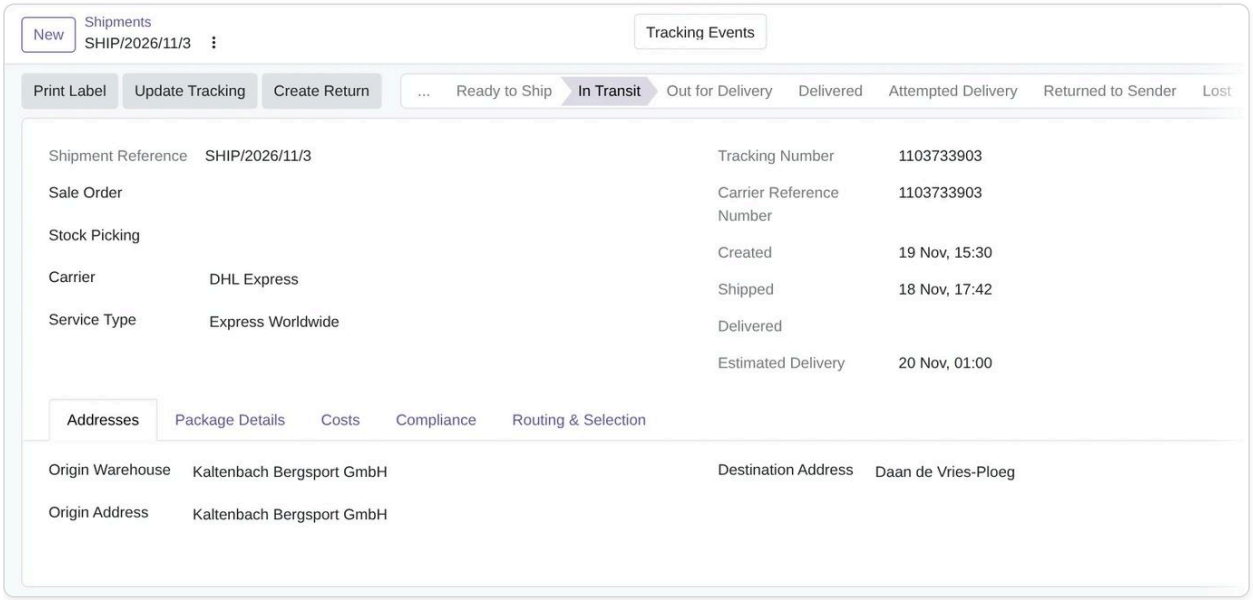
> The connector requires a FlexigoTech Cloud subscription, with a 14-day free trial and no card needed. Without the trial or the subscription, it does not talk to DHL Express.

Without the connector, someone logs into MyDHL+, the DHL Express website, to request the price, create the shipment, print the label and check how the parcel is doing. They then note the tracking number in Odoo and, at month end, manually compare the DHL invoice with what Odoo had forecast.

With the connector, every shipment lives in Odoo: it carries its quote, its label, its tracking events and its cost. FlexigoTech Cloud stores your MyDHL Express key encrypted and sends the rate, label and tracking requests to DHL.



- **Real Odoo 20 screenshot.** A shipment with the status **Cost Quoted** and the **Create Shipment** button in the header.



- **Real Odoo 20 screenshot.** A shipment in transit with the buttons **Print Label**, **Update Tracking** and **Create Return**.

What changes day to day

- The DHL Express rate is quoted from Odoo and stored on the shipment.
- The label is printed from the shipment with **Print Label**; with **Bulk Print Labels** you can print several at once.
- Tracking updates automatically every hour through the **Update Shipment Tracking** task, and each notice is recorded in **Tracking Events**.
- Returns are created with **Create Return** from the original shipment.
- Each month, the **Reconcile Shipping Costs** task creates the reconciliation for the previous month: you enter the total of the DHL invoice and Odoo compares it with what you charged.

What it does not do

- It does not include support for modules that are not from FlexigoTech, nor bespoke customisation.
- It does not import shipments made before its installation.
- It does not migrate your installation (your data and your customisations) to another version of Odoo: that migration is quoted separately.
- It does not arrange collection with DHL Express, does not cancel an already booked shipment with DHL, and does not touch Odoo sales orders or delivery orders: shipments are handled in their own app.
- The connector was tested against a simulator of the MyDHL 3.3.4 API built from DHL's specification, without a MyDHL test account: DHL has not been called.
- Menus, screens and messages appear in English in all languages.

CONNECTOR GUIDE · DHL EXPRESS

2 The connector in figures

4
Odoo versions (17, 18, 19 and 20)

3
scheduled tasks, active on installation

134
automated tests on Odoo 20

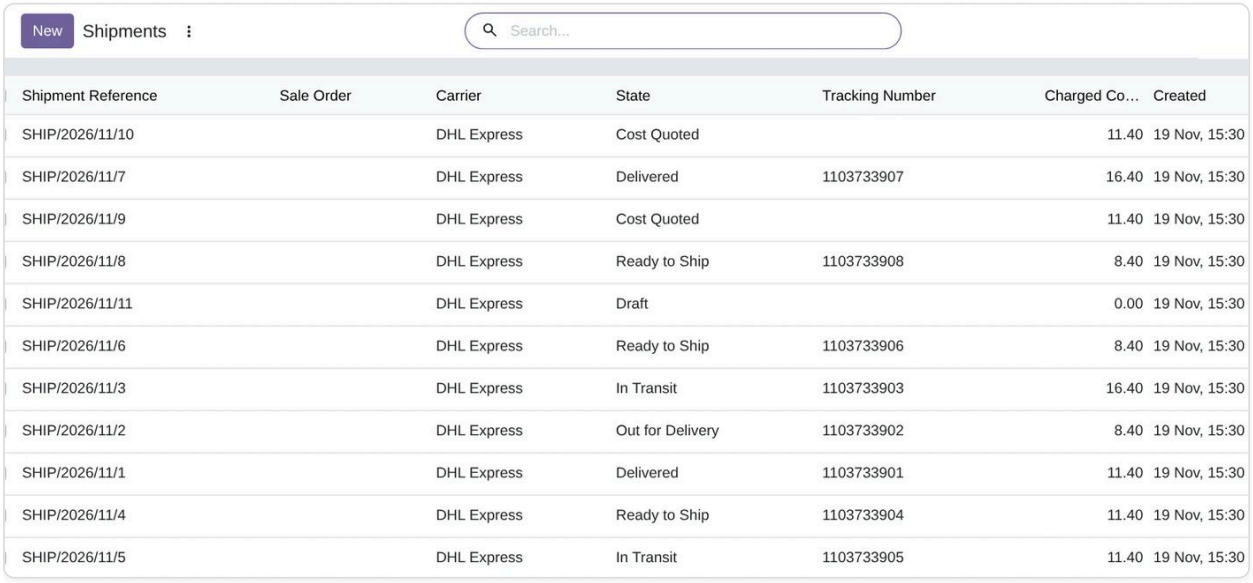
6,803
lines of code on Odoo 20

3 or 10
accounts per connector, with Standard or with Pro

14
days of free trial, no card needed

The connector requires Sales, Inventory, Website and Discuss from Odoo, all Community edition, and the FlexigoTech Cloud module: it works on both Community and Enterprise. Testing was done with a local simulator of the MyDHL API, without calling DHL.

3 Where you see it in your Odoo



Shipment Reference	Sale Order	Carrier	State	Tracking Number	Charged Co...	Created
SHIP/2026/11/10		DHL Express	Cost Quoted		11.40	19 Nov, 15:30
SHIP/2026/11/7		DHL Express	Delivered	1103733907	16.40	19 Nov, 15:30
SHIP/2026/11/9		DHL Express	Cost Quoted		11.40	19 Nov, 15:30
SHIP/2026/11/8		DHL Express	Ready to Ship	1103733908	8.40	19 Nov, 15:30
SHIP/2026/11/11		DHL Express	Draft		0.00	19 Nov, 15:30
SHIP/2026/11/6		DHL Express	Ready to Ship	1103733906	8.40	19 Nov, 15:30
SHIP/2026/11/3		DHL Express	In Transit	1103733903	16.40	19 Nov, 15:30
SHIP/2026/11/2		DHL Express	Out for Delivery	1103733902	8.40	19 Nov, 15:30
SHIP/2026/11/1		DHL Express	Delivered	1103733901	11.40	19 Nov, 15:30
SHIP/2026/11/4		DHL Express	Ready to Ship	1103733904	11.40	19 Nov, 15:30
SHIP/2026/11/5		DHL Express	In Transit	1103733905	11.40	19 Nov, 15:30

- **Real Odoo 20 screenshot.** The **Shipments** list with the references, carriers and statuses of the shipments.

Shipping › Carriers	**Carrier Connections** (each connection with DHL Express), **Carriers** and **Service Types**.
Shipping › Shipments	**All Shipments** and **Tracking Events**, the tracking notices for each shipment.
Shipping › Rules & Settings	**Routing Rules**, which choose the service, and **Cost Adjustment Rules**, which adjust the cost you charge.
Shipping › Compliance	**Hazmat Categories**, **Claims**, **GDPR Requests** and **Intrastat Export**.
Shipping › Reporting	**Cost Reconciliation**, **SLO Tracking** and **Record Carrier Invoice**.

Outside its own app, the connector only adds the **Customs Information** tab to the contact record, with its customs details. It does not touch sales orders or delivery orders: shipments are created in **Shipping › Shipments › All Shipments**. Your customers with access to the Odoo portal see their shipments at the address /my/shipments, with the detail of each one. The **Print Label**, **Update Tracking** and **Create Return** buttons are in the shipment header.

4 What you need before you start

- A DHL Express account with access to MyDHL: you need the DHL Express account number, the API key and the MyDHL API secret.
- To know which environment you will work in: **Production** or **Test (MyDHL sandbox)**. It is chosen when setting up each connection.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- An administrator user: only an administrator can accept the consent and enter the MyDHL secret.
- The FlexigoTech Cloud subscription or its free trial. Every call to DHL Express goes through FlexigoTech Cloud, and without a trial or subscription the connector sends nothing.

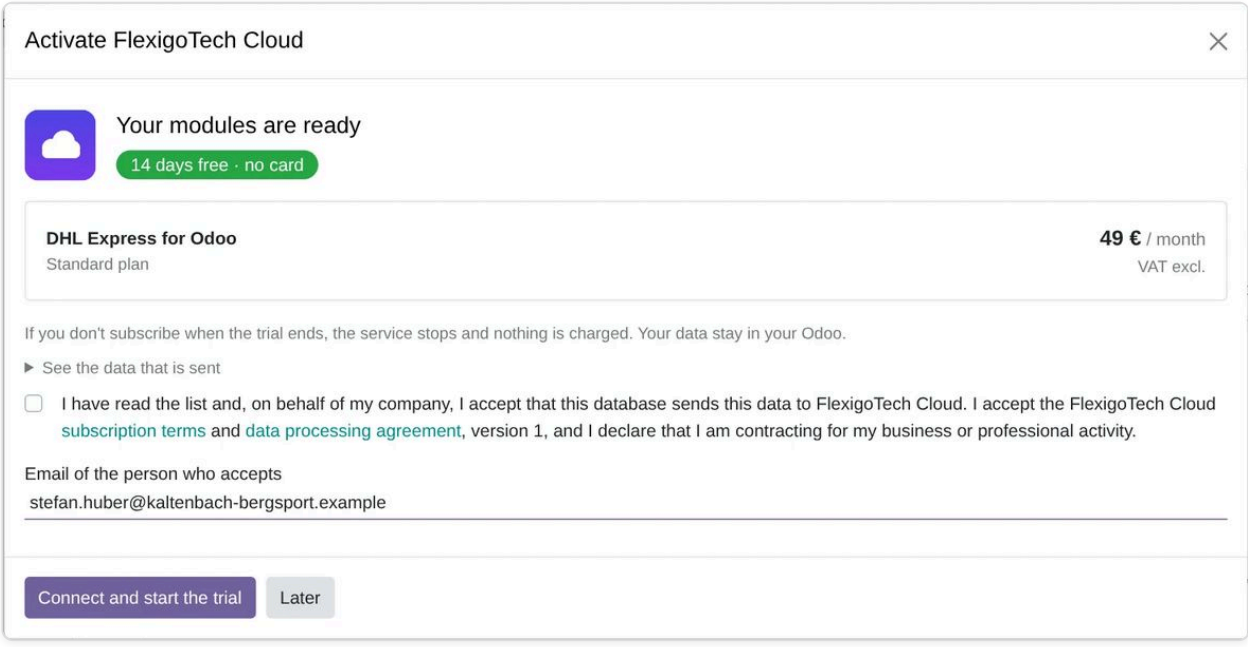
> The connector does not create or change anything in your DHL Express account: it does not open the account, does not generate the API key or the MyDHL secret for you, and does not activate services with DHL Express. It only works with DHL Express: FedEx, UPS and USPS appear in the **Carrier Type** list, but send nothing.

It installs like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Sales, Inventory and Website.

5 The FlexigoTech Cloud trial

1. **Click Activate in the top bar**

   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

2 **Accept and enter your email**

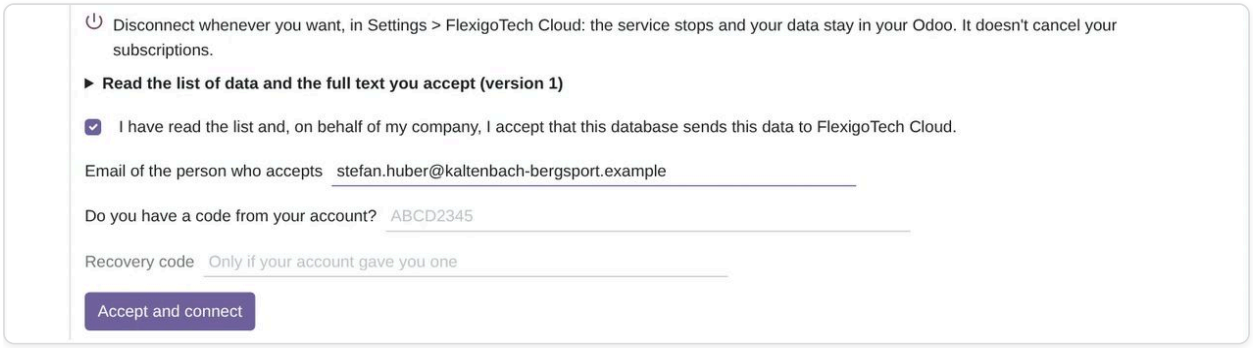
Tick "I have read the list and, on behalf of my company..." (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and the module trial begins. If you want to leave it for later, **Later** closes the window.

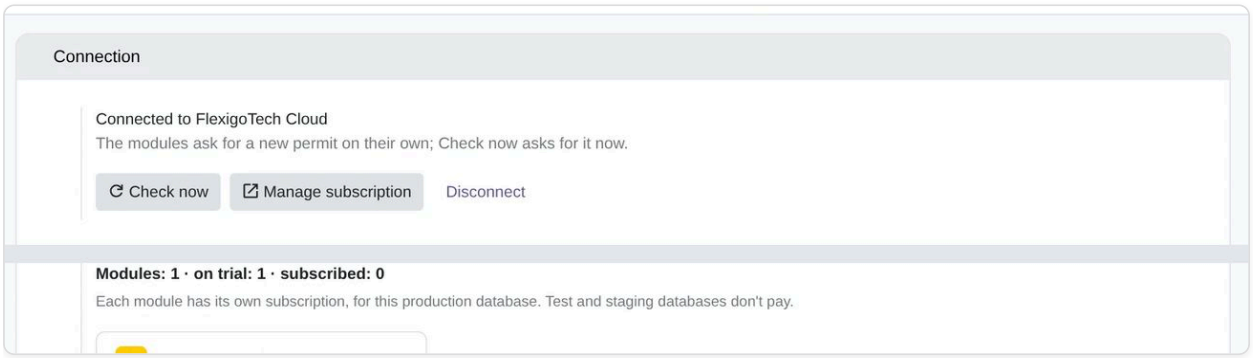
The same, from Settings

Settings › FlexigoTech Cloud has the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the **Do you have a code from your account?** field links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

Once the database is connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, and so on. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

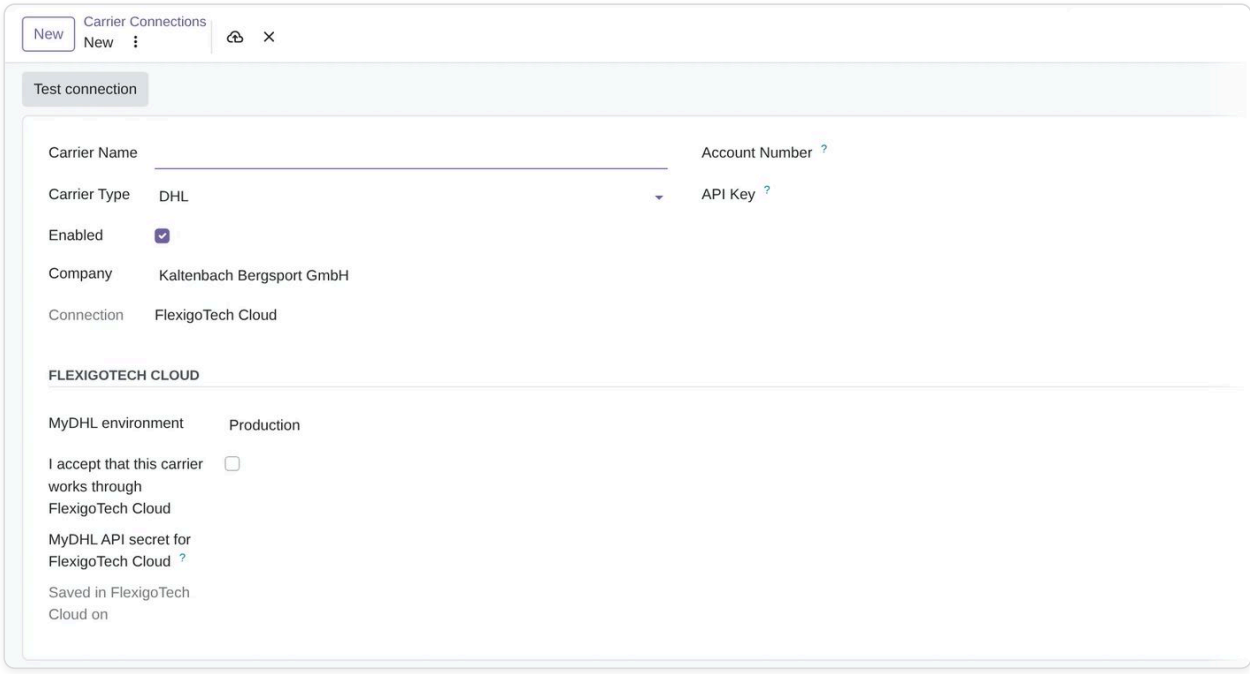
Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise the module renews it by itself every 6 hours).

> On a neutralised copy (staging) or a database with demo data, a trial cannot be started: Settings says "This database is a neutralised copy or has demo data, so trials can't be started here."

6 Setting up your connection step by step

1 Open the connections menu

Go to **Shipping › Carriers › Carrier Connections** and click **New**. The new connection already has **DHL** selected in **Carrier Type**.



- **Real Odoo 20 screenshot.** The new connection, with **Carrier Name**, **Carrier Type** and the **FlexigoTech Cloud** group.

2 Fill in the connection details

Enter the **Carrier Name** and check the **Company**. Leave the **Enabled** box ticked if you want to use it.

3 Enter the credentials

Enter the DHL Express account number in **Account Number** and the MyDHL key in **API Key**. If you do not enter the **API Key** on an active connection, Odoo gives the error "API Key is required for enabled carrier '...'".

4 Choose the environment

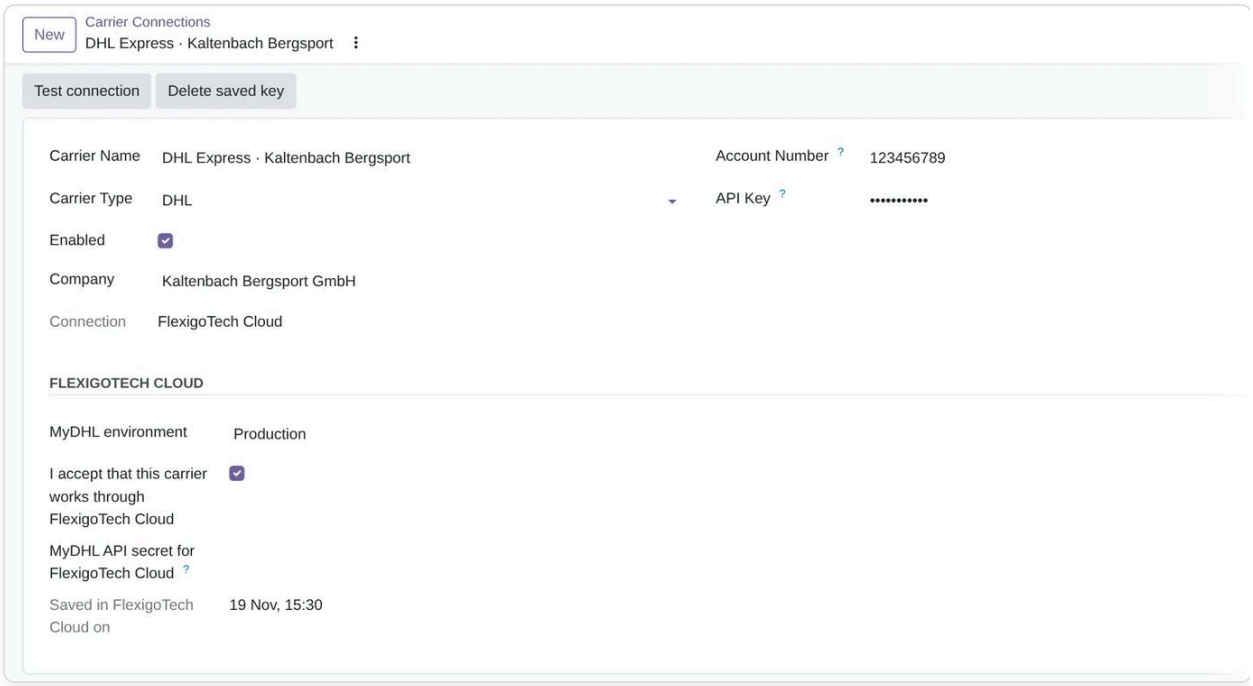
In **MyDHL environment** choose **Production** or **Test (MyDHL sandbox)**. It must match the environment of your credentials.

5 Accept the consent and enter the secret

Tick **I accept that this carrier works through FlexigoTech Cloud** and enter the secret in **MyDHL API secret for FlexigoTech Cloud**. Save the connection.

6 Check the result

The secret travels once, encrypted, to FlexigoTech Cloud together with the API key, and Odoo does not store it. **Saved in FlexigoTech Cloud on** shows the date and time it was saved.



- **Real Odoo 20 screenshot.** The connection already linked, with **Saved in FlexigoTech Cloud on** and the **Delete saved key** button.

7 Test the connection

Click **Test connection**. It does not call DHL Express: it shows what FlexigoTech Cloud has stored for that connection, without the key.

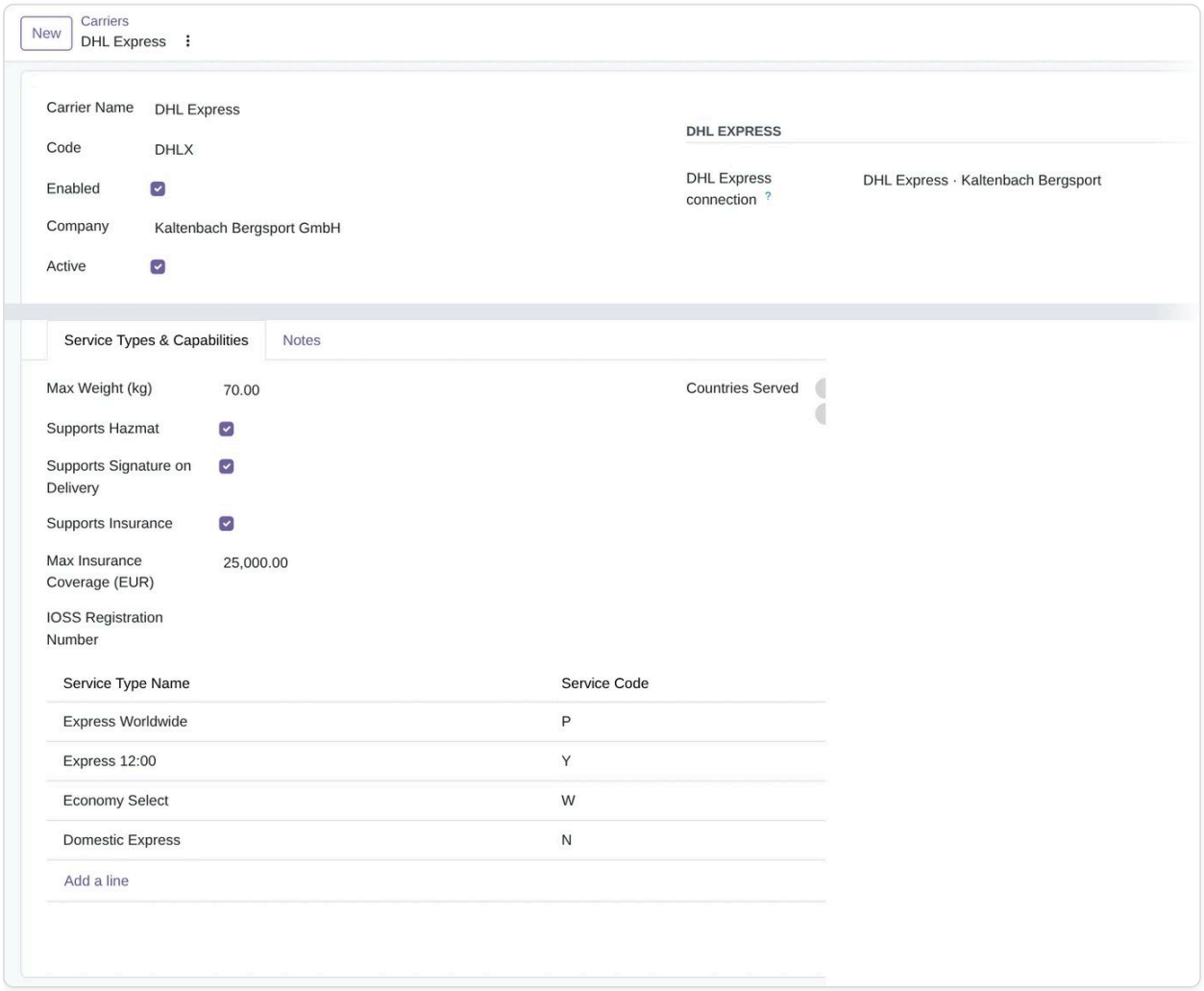
> Only an administrator can accept the consent and enter the MyDHL secret. If something is missing, nothing is sent and the message says what is missing, for example "Accept first that this carrier works through FlexigoTech Cloud: nothing was sent and nothing was saved." or "Enter the MyDHL API key first: it goes with the secret.".

Each connection stores its own key in FlexigoTech Cloud. You can have several connections, including for different companies, each with its own DHL Express account, up to the number of accounts your plan allows. After that, the data arrives on its own: the scheduled task **Update Shipment Tracking** checks the tracking of shipments every hour and **Reconcile Shipping Costs** creates each day, if it does not already exist, the previous month's reconciliation for each carrier. If the key needs to be removed from FlexigoTech Cloud, an administrator clicks **Delete saved key**; deleting the connection also deletes it.



- **Real Odoo 20 screenshot.** The **Carrier Connections** list, with the type, the environment, the connection route and the date saved in FlexigoTech Cloud.

7 Carriers and service types: which DHL Express product each shipment uses



- **Real Odoo 20 screenshot.** The carrier with its DHL Express connection and the **Service Types & Capabilities** tab.

Go to **Shipping › Carriers › Carriers**. In **DHL Express connection** choose the connection from **Shipping › Carriers › Carrier Connections**. It must be a DHL connection from the same company as the carrier. In **Countries Served** tick the countries it serves.

Carrier Name and Code	The carrier name and its code. The code cannot be repeated within the same company.
Max Weight (kg)	The maximum weight the carrier accepts.
Supports Hazmat	If ticked, the carrier accepts dangerous goods.
Supports Signature on Delivery	If ticked, the carrier accepts signature on delivery.
Supports Insurance and Max Insurance Coverage (EUR)	Whether the carrier offers insurance and, if so, up to how much, in euros.
Service Types	The carrier's service types. Each one has its **Service Code**, which is the DHL Express product that gets requested.

Enabled and **Active**	Two checkboxes, both ticked when you create the carrier.

You add service types on the **Service Types & Capabilities** tab or in **Shipping › Carriers › Service Types**. Each one carries **Service Type Name**, **Service Code** and **Estimated Transit Time (days)**. For example, code P corresponds to DHL Express's Express Worldwide product and code N to Domestic Express.

> If you choose a connection that is not DHL or belongs to another company, Odoo will not let you save the carrier. Without a DHL Express connection it does save, but it only gives estimates worked out in Odoo and does not book shipments. It also won't let you repeat the code within a company.

What the connection does for each shipment

With a DHL Express connection, **Get Cost Quote** asks MyDHL for the price on your DHL Express account and lists the products DHL offers for that route. **Create Shipment** books the shipment with DHL Express and attaches its PDF label. Tracking comes from DHL. The MyDHL key for the connection is stored by an administrator in FlexigoTech Cloud.

Rules and conditions

- The carrier's **Code** must be unique within the company. If it is repeated, Odoo warns that the code already exists in the company.
- The **DHL Express connection** must be a DHL connection of the same company. Otherwise the warning is "The DHL Express connection of %s must be a DHL connection of the same company.".
- **Service Code** only matters for a carrier with a DHL Express connection: it is the product code requested from DHL.

Carrier statuses

Enabled	Ticked by default. It is a flag for you: the module does not check it when quoting or booking. What actually stops shipments is **Enabled** on the connection.
Active	Ticked by default. It is Odoo's checkbox that archives or restores the record.

The record fields

Header	**Carrier Name**, **Code**, **Enabled** and **Company**, which is set to the active company.
DHL Express group	The carrier's **DHL Express connection**.
Service Types & Capabilities tab	**Max Weight (kg)**, **Supports Hazmat**, **Supports Signature on Delivery**, **Supports Insurance**, **Max Insurance Coverage (EUR)**, **IOSS Registration Number**, **Countries Served** and the **Service Types**.
Notes tab	The carrier's internal notes.

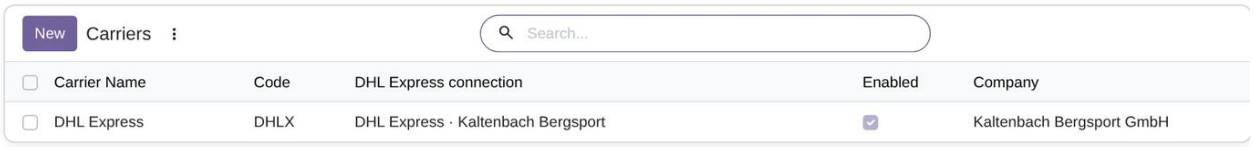
Limits per service type

Each service type can carry its own limits: **Max Weight (kg)**, **Max Length (cm)**, **Max Width (cm)** and **Max Height (cm)**. The **Cost Model** field offers **Flat Rate**, **Per Weight** and **Per Zone**, and it defaults to **Flat Rate**. It only applies to the estimate worked out in Odoo for a carrier without a DHL Express connection.

An end-to-end example

1 Open the carrier

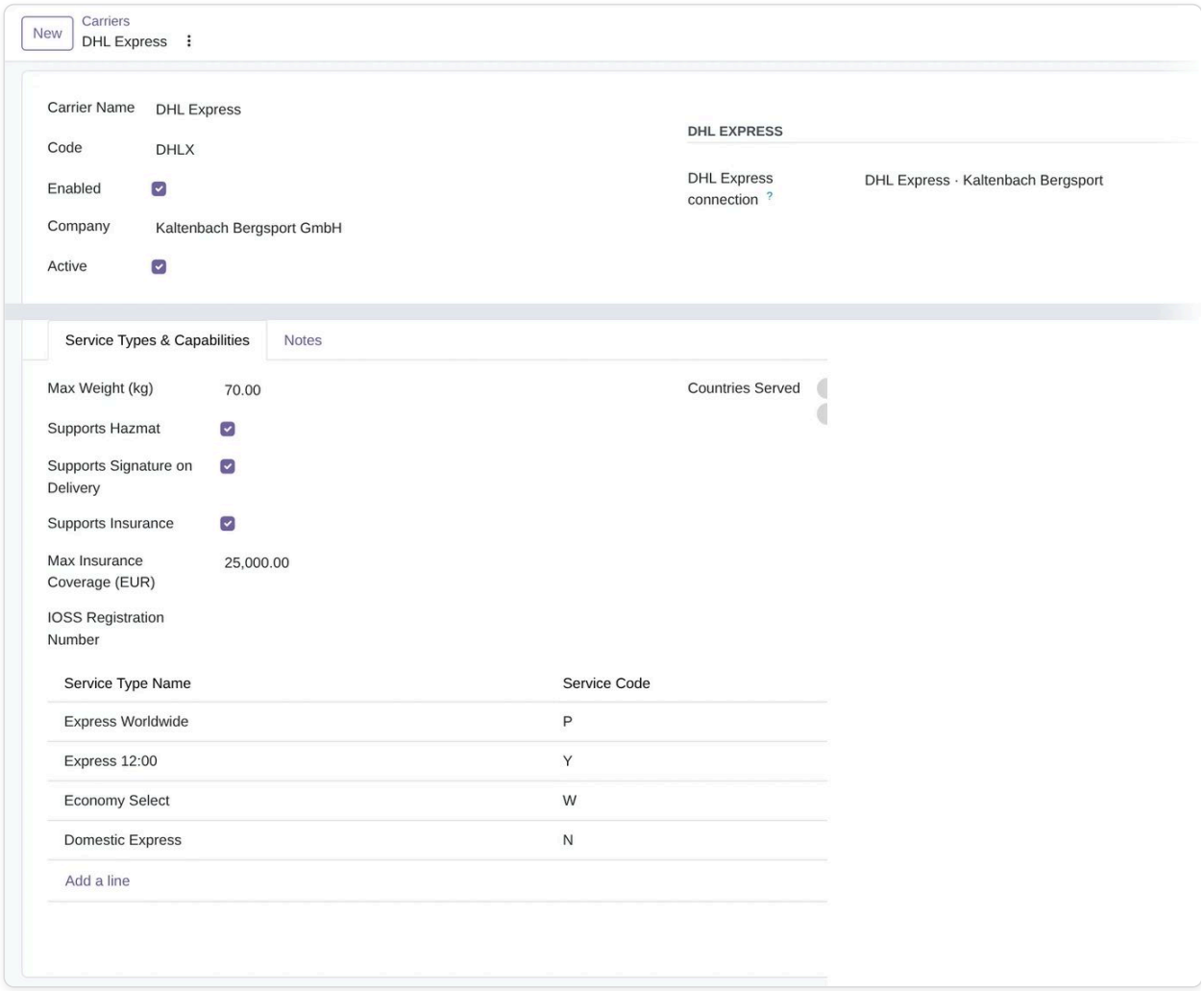
In **Shipping › Carriers › Carriers** you will find the DHL Express carrier with code DHLX, belonging to the company Kaltenbach Bergsport.



- **Real Odoo 20 screenshot.** The carrier list showing code DHLX and its connection.

2 Check its service types

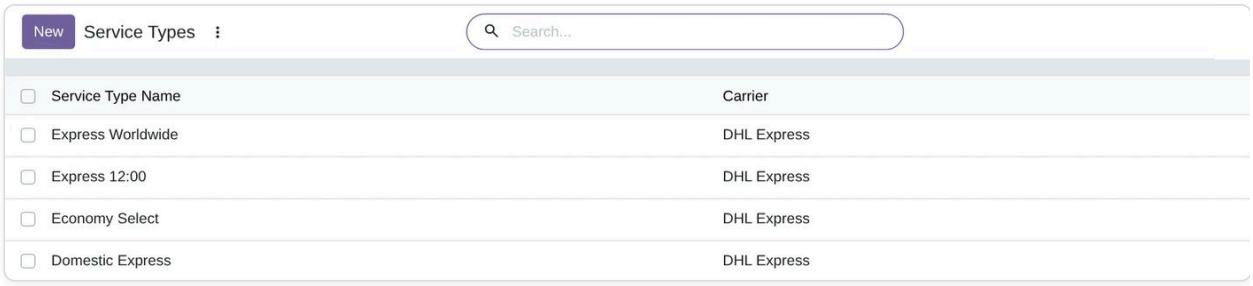
It has four: Express Worldwide with code P, Express 12:00 with code Y, Economy Select with code W and Domestic Express with code N.



- **Real Odoo 20 screenshot.** The service types with their **Service Code**.

3 Check the service list

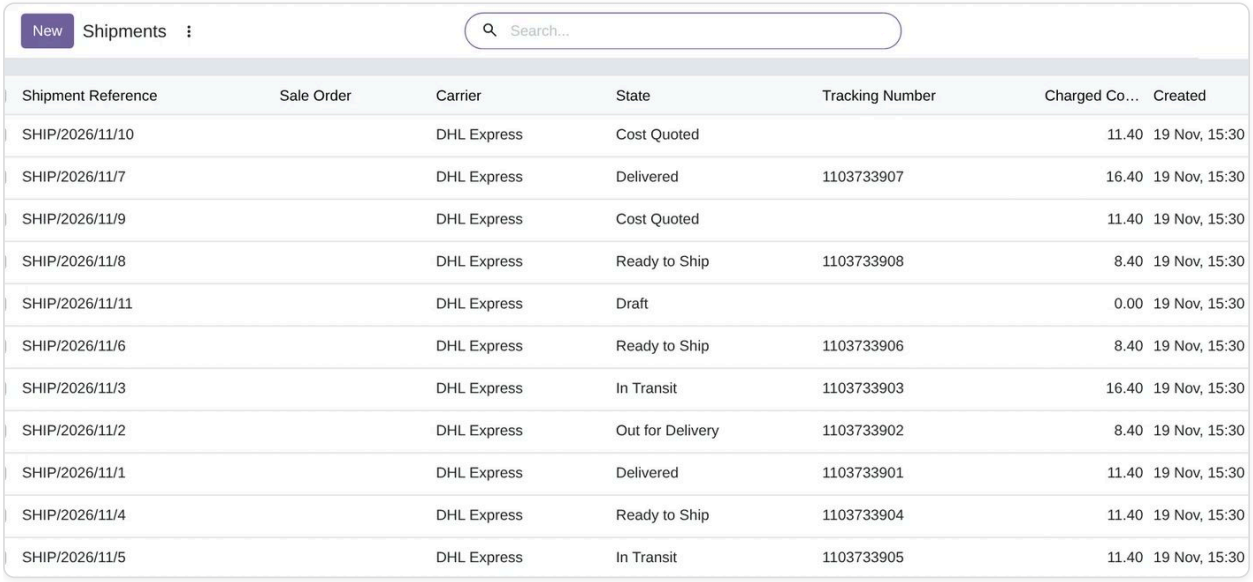
In **Shipping › Carriers › Service Types** you see the same four services with their carrier and estimated transit time.



- **Real Odoo 20 screenshot.** The **Service Types** list with the four services.

CONNECTOR GUIDE · DHL EXPRESS

8 From the shipment in Odoo to the DHL Express label



- **Real Odoo 20 screenshot.** The **Shipments** list with the reference, carrier, status, tracking number and charged cost of each shipment.

Each shipment has an origin, destination, weight and service type. The weight is required to get a price and to book. The service type code is the DHL Express product used to price and book.

Where each figure comes from

The price, the waybill number and the label arrive when you press the shipment's buttons. Tracking is fetched by the scheduled task **Update Shipment Tracking**, every hour, and also by the **Update Tracking** button.

The shipment buttons

Get Cost Quote	Asks DHL Express for the price on your account, in euros. Only visible while the shipment is in **Draft**.
Create Shipment	Books the shipment with DHL Express and attaches the PDF label. Hidden if the shipment already has a tracking number or is not in **Draft**, **Cost Quoted** or **Ready to Ship**.

Print Label	Downloads the label again for an already booked shipment. Only visible when there is a tracking number.
Update Tracking	Asks DHL Express now how the shipment is doing. Visible with a tracking number and the shipment in **Ready to Ship**, **In Transit**, **Out for Delivery** or **Attempted Delivery**.
Bulk Print Labels	Found in the **Action** menu of the list. Merges the labels of the shipments you select into a single PDF, using **Download Labels**. If any label is not a PDF, it downloads a ZIP.

Statuses

The shipment starts in **Draft**. After getting the price it moves to **Cost Quoted**. Once booked it is in **Ready to Ship** with its waybill number. After that, DHL Express tracking moves it to **In Transit**, **Out for Delivery** and **Delivered**. The other statuses in the bar (**Blocked**, **Attempted Delivery**, **Returned to Sender**, **Lost**, **Damaged** and **Cancelled**) are not set by any button or by tracking, and a booked shipment cannot be cancelled from Odoo.

Getting the price and booking

1. **Fill in the shipment**
   Check the carrier, service type and weight.
2. **Press Get Cost Quote**
   Odoo asks DHL Express for the price and the shipment moves to **Cost Quoted**.
3. **Press Create Shipment**
   DHL Express books the shipment. It is in **Ready to Ship** with the waybill number and the label attached.
4. **Press Print Label**
   Download the label when you need it.

> Booking does not request a collection from DHL Express: collections are arranged separately with DHL. A shipment with a tracking number cannot be deleted or booked again. If the carrier has no DHL Express connection, **Get Cost Quote** only gives an estimate calculated in Odoo and **Create Shipment** refuses.

Shipment states

Draft	Newly created shipment, with no price.
Blocked	No button or tracking sets it. A shipment in this status cannot be quoted, booked or have a label printed: Odoo warns with "Blocked shipments cannot be quoted.", "Blocked shipments cannot be created." or "Cannot print label for a blocked shipment.".
Cost Quoted	The price has already been requested.
Ready to Ship	Booked with DHL Express, with waybill number and label.
In Transit	DHL Express has it on its way.
Out for Delivery	It is out for delivery.
Attempted Delivery	It appears in the bar, but neither DHL Express tracking nor any button sets it.

Delivered	Delivered.
Returned to Sender	It appears in the bar, but no button or tracking sets it.
Lost	It appears in the bar, but no button or tracking sets it.
Damaged	It appears in the bar, but no button or tracking sets it.
Cancelled	It appears in the bar, but no button sets it: a booked shipment cannot be cancelled from Odoo.

From **Delivered**, **Lost** or **Damaged**, **Create Claim** is visible. **Create Return** is always visible.

When Odoo will not let you proceed

- No carrier: "No carrier is configured for this shipment.".
- No connection: "%s has no DHL Express connection: Create Shipment books the shipment with DHL Express and attaches its label. Choose the DHL Express connection of the carrier in Shipping > Carriers." (the %s is the carrier).
- No weight: "Enter the weight of %s: DHL Express prices and books by weight.".
- No service type: "Choose the service type of %s: its code is the DHL Express product (Get Cost Quote lists the ones DHL offers for this route).".
- If DHL Express does not offer that product on that route, Odoo shows the ones it does offer: "DHL Express offers here: %(offered)s. Choose a service type whose code is one of those products (now: %(code)s).".
- With **Requires Customs Declaration** and no HS code: "HS code is required before creating an international shipment.".
- For customs, DHL Express also needs the declared value and the country of origin of the goods: "DHL Express customs need the declared value and the country of origin of the goods of %s.".
- With **Contains Hazmat**, a category is required and the carrier must accept dangerous goods: "Hazmat category is required for hazardous shipments." and "Selected carrier does not support hazardous materials.".
- If details are missing from an address, Odoo tells you before calling DHL: "DHL Express needs the %(fields)s of %(partner)s."

If DHL Express rejects a request, Odoo shows the reason as "DHL Express refused it: %s" and saves nothing. If DHL creates the waybill but something fails afterwards, Odoo warns you that it has saved nothing and that you need to take the label from MyDHL+ instead of creating the shipment again.

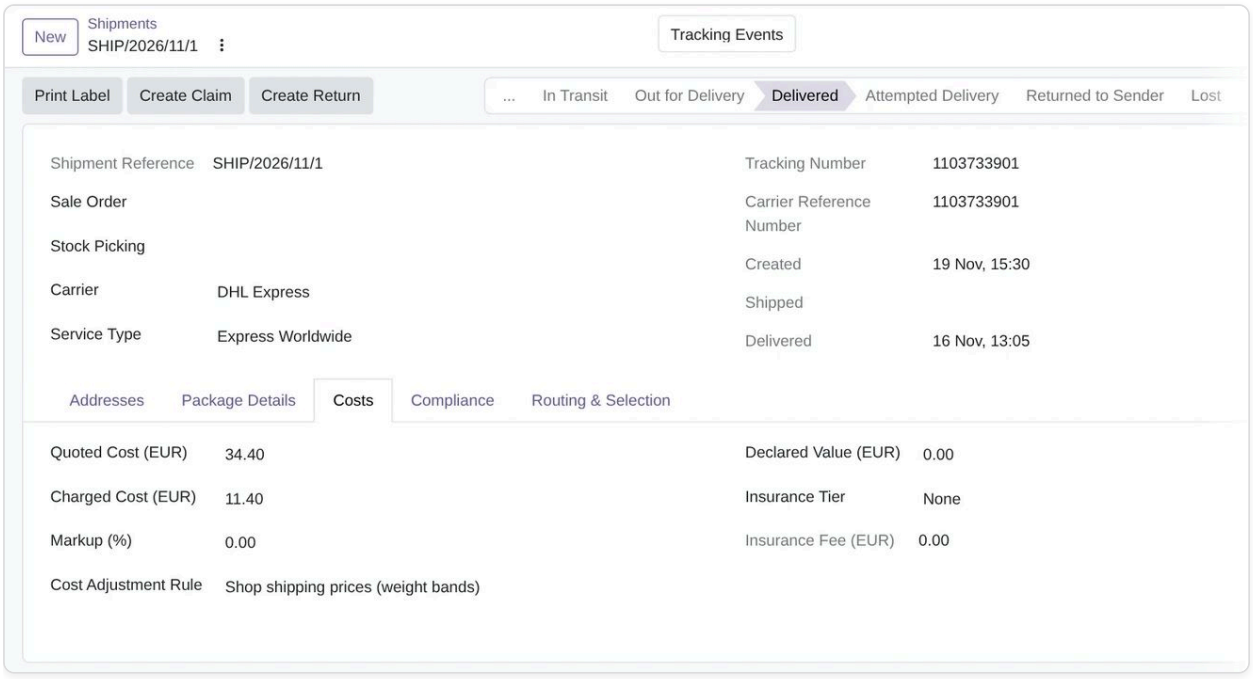
DHL Express accounts that bill in another currency need that currency and the euro to be active, with their exchange rates, to show their prices in euros: "DHL Express bills this account in %s: activate it and EUR, with their rates, to see its prices in EUR."

Shipment tabs and fields

Addresses	Origin warehouse, origin address and destination address.
Package Details	Weight and dimensions of the package.
Costs	**Quoted Cost (EUR)**, **Charged Cost (EUR)**, **Markup (%)**, **Cost Adjustment Rule**, **Declared Value (EUR)**, **Insurance Tier** (**None**, **Standard** or **Enhanced**) and **Insurance Fee (EUR)**.

Compliance	**Contains Hazmat**, **Signature Required**, **Proof of Delivery** and the customs data: **Requires Customs Declaration**, **HS Code**, **Country of Origin of the Goods**, **Goods Description**, **Customs Purpose** and **Customs Form Type**.
Routing & Selection	**Carrier Selected By** (**Auto Rule** or **Manual Override**), **Applied Routing Rule** and **Selection Reason**.

Last API Error stores the platform's last error. **Customs Purpose** offers **Sale**, **Gift**, **Sample**, **Return** and **Repair**. **Customs Form Type** offers **CN22**, **CN23** and **Intrastat**. **Signature Required**, **Insurance Tier**, **Insurance Fee (EUR)**, **Customs Purpose** and **Proof of Delivery** are saved in Odoo, but the DHL Express booking does not send them: it does not request a signature or buy insurance from DHL.



- **Real Odoo 20 screenshot.** The **Costs** tab of a delivered shipment.

Customs and dangerous goods

With **Requires Customs Declaration** ticked, the booking sends DHL Express a single goods line with the declared value, the country of origin, the tariff code and the description. DHL returns the commercial invoice, which is attached to the shipment along with the label. **Contains Hazmat** is an Odoo check before pricing and booking: the DHL Express request does not include any dangerous goods data.

End-to-end example

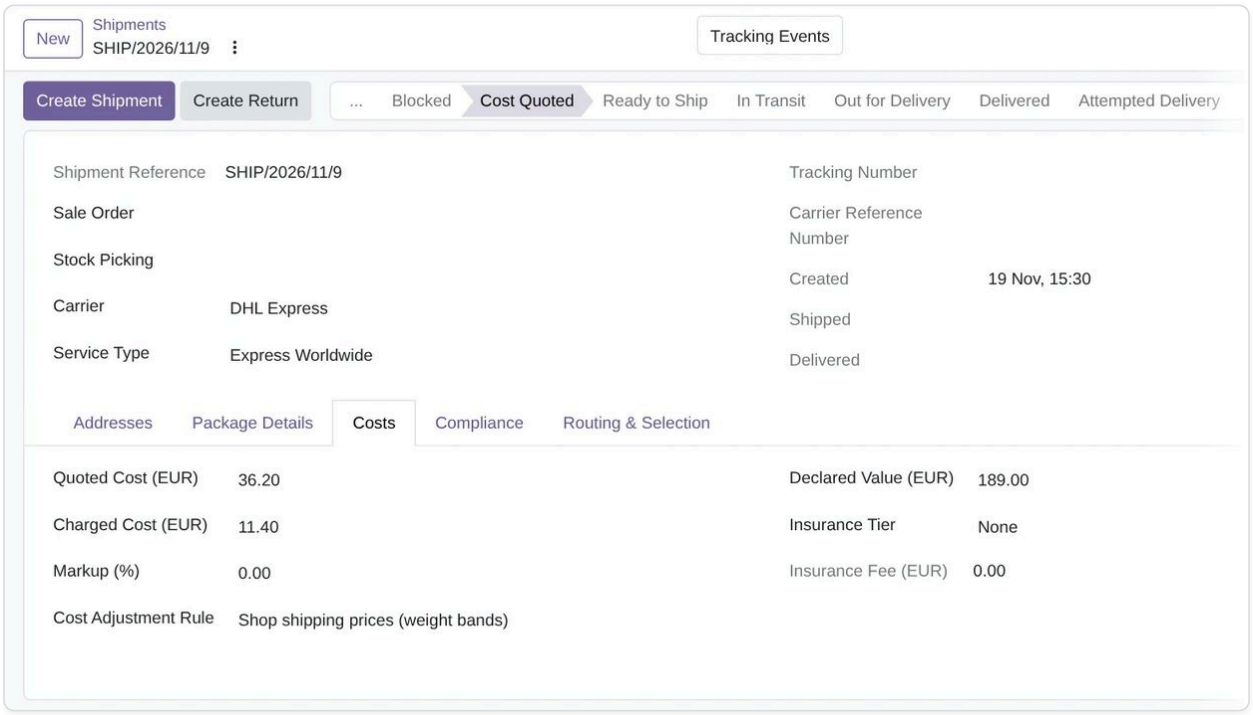
1. **A new shipment**
   On **Shipping › Shipments › All Shipments** you'll see Oliver Hughes-Treloar's shipment from London, at **Cost Quoted**. It doesn't have a tracking number yet.

2. **Booking it**
   You press **Create Shipment** and it moves to **Ready to Ship**, with its waybill number and the PDF label attached.

3. **Tracking**
   Giulia Ricci Bortolazzi's is at **Ready to Ship**, and Daan de Vries-Ploeg's and Lukas Meier-Zehnder's are at **In Transit**.

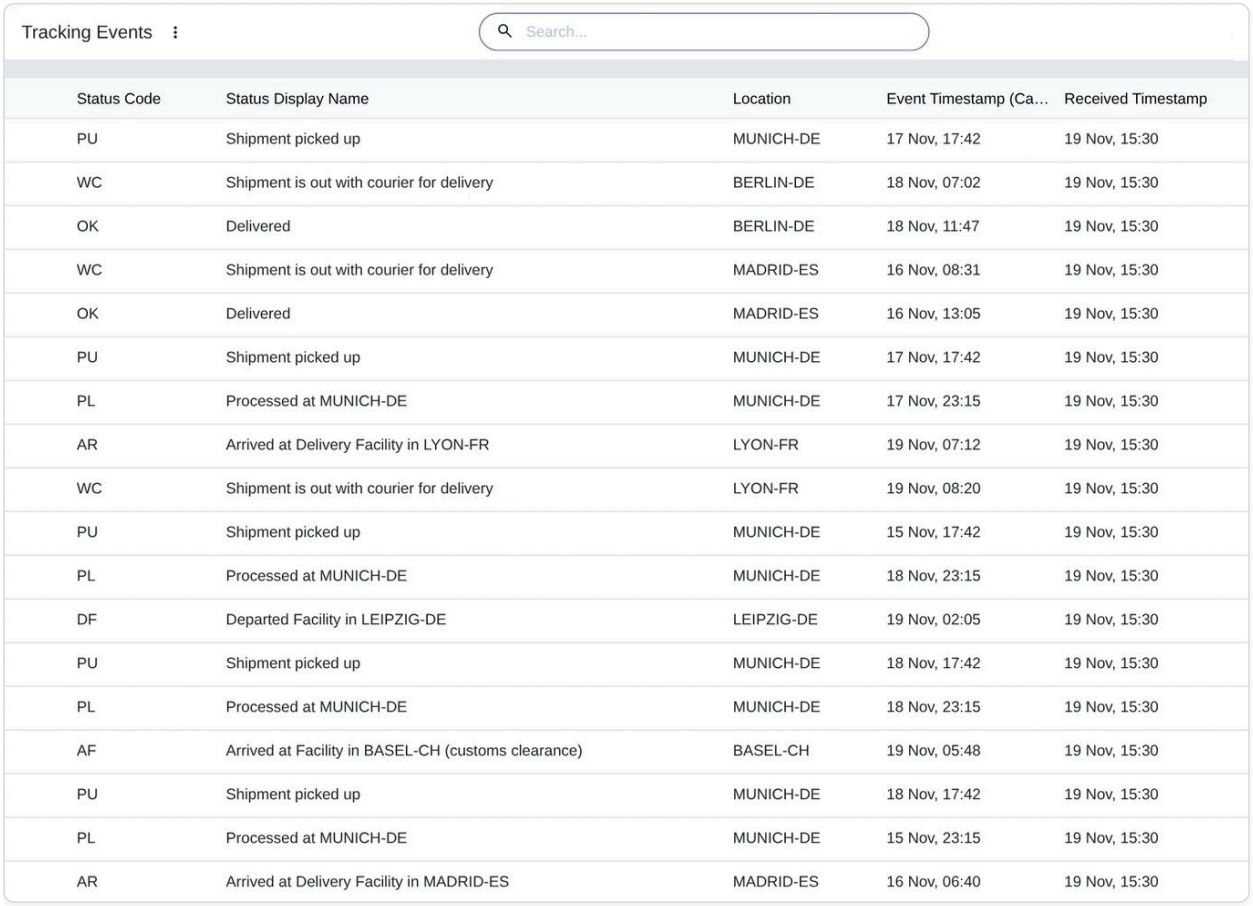
4 Delivery

Lucía Fernández Gelabert's shipment, to Madrid, reaches **Delivered**, and at that point you'll see **Create Claim**.



- **Real Odoo 20 screenshot.** Oliver Hughes-Treloar's shipment at **Cost Quoted**, with **Create Shipment** in view.

9 DHL Express tracking in Odoo



Tracking Events

Search...

Status Code	Status Display Name	Location	Event Timestamp (Ca…	Received Timestamp
PU	Shipment picked up	MUNICH-DE	17 Nov, 17:42	19 Nov, 15:30
WC	Shipment is out with courier for delivery	BERLIN-DE	18 Nov, 07:02	19 Nov, 15:30
OK	Delivered	BERLIN-DE	18 Nov, 11:47	19 Nov, 15:30
WC	Shipment is out with courier for delivery	MADRID-ES	16 Nov, 08:31	19 Nov, 15:30
OK	Delivered	MADRID-ES	16 Nov, 13:05	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	17 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	17 Nov, 23:15	19 Nov, 15:30
AR	Arrived at Delivery Facility in LYON-FR	LYON-FR	19 Nov, 07:12	19 Nov, 15:30
WC	Shipment is out with courier for delivery	LYON-FR	19 Nov, 08:20	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	15 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	18 Nov, 23:15	19 Nov, 15:30
DF	Departed Facility in LEIPZIG-DE	LEIPZIG-DE	19 Nov, 02:05	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	18 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	18 Nov, 23:15	19 Nov, 15:30
AF	Arrived at Facility in BASEL-CH (customs clearance)	BASEL-CH	19 Nov, 05:48	19 Nov, 15:30
PU	Shipment picked up	MUNICH-DE	18 Nov, 17:42	19 Nov, 15:30
PL	Processed at MUNICH-DE	MUNICH-DE	15 Nov, 23:15	19 Nov, 15:30
AR	Arrived at Delivery Facility in MADRID-ES	MADRID-ES	16 Nov, 06:40	19 Nov, 15:30

- **Real Odoo 20 screenshot.** List of **Tracking Events** with the checkpoints of the shipments.

Where each figure comes from

The scheduled action **Update Shipment Tracking** queries DHL Express every hour and is active on installation. Each new checkpoint is stored once as an event. In the **Source** field, DHL Express events show as **Polling**.

The **Update Tracking** button on the shipment runs the same query immediately, without waiting for the hourly task.

What you see in each event

Shipment	The shipment the event belongs to.
Status Code	The status code reported by DHL Express.
Status Display Name	The status text, such as "Shipment picked up" or "Delivered".
Location	The place of the checkpoint.
Event Timestamp (Carrier)	The date and time given by DHL Express.
Received Timestamp	The date and time Odoo stored the event.
Source	Where the event came from. For DHL Express it is **Polling**.
Raw Response (Debug)	The full DHL Express response, for checking unusual cases.

What it does to the shipment

Depending on the events, the shipment moves to **In Transit**, **Out for Delivery** or **Delivered**. If DHL Express does not return tracking, the hourly task records it in **Last API Error** and the **Update Tracking** button reports it in a message.

> On screen the events are read-only and are not created by hand. If a checkpoint is missing, it arrives on the next query to DHL Express.

Where to find each thing and what it is called

The events are in **Shipping › Shipments › Tracking Events**, which opens the **Tracking Events** view. Each row is a checkpoint. Use it to see the full history of a shipment.

The event record

Shipment, **Status Code** and **Received Timestamp** are required. When an event arrives, **Received Timestamp** takes the date and time of that moment. **Status Display Name**, **Location** and **Event Timestamp (Carrier)** record what DHL Express reports for the checkpoint. **Raw Response (Debug)** keeps the full DHL Express response.

Origin of the events

In **Source**, DHL Express checkpoints arrive as **Polling**. They can come from the scheduled action **Update Shipment Tracking**, which runs every hour and is active, or from **Update Tracking**, which runs when you press it.

Shipment statuses

The statuses a shipment can show are **Draft**, **Blocked**, **Cost Quoted**, **Ready to Ship**, **In Transit**, **Out for Delivery**, **Delivered**, **Attempted Delivery**, **Returned to Sender**, **Lost**, **Damaged** and **Cancelled**. Tracking moves the shipment between **In Transit**, **Out for Delivery** and **Delivered**; tracking and no button set the others.

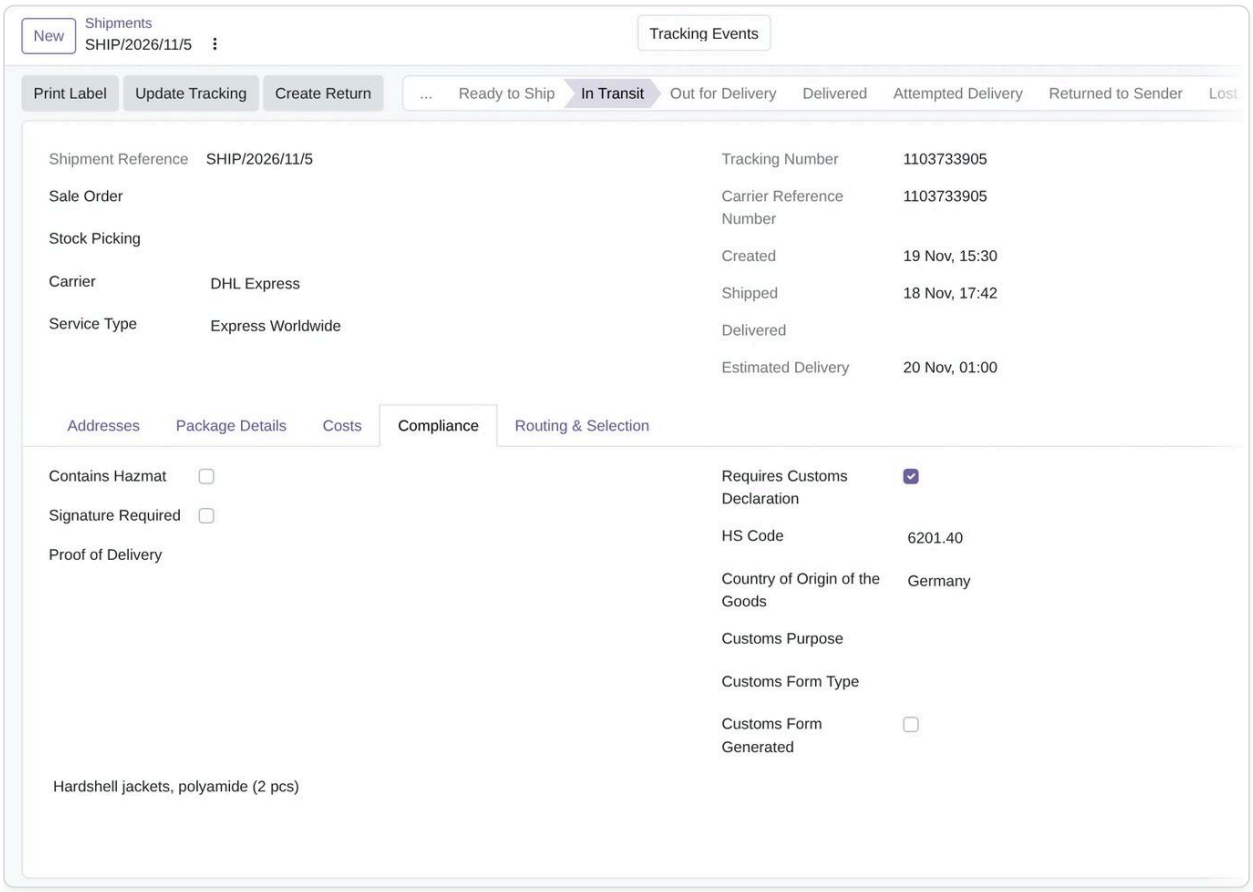
Rules and conditions

On screen the events are read-only and are not created by hand. Each checkpoint is stored once, even if it is queried several times.

An end-to-end example

Shipment 1103733901 for Lucía Fernández Gelabert, to Madrid, using the Express Worldwide service. Its event list shows four DHL Express checkpoints, from oldest to most recent: "Shipment picked up", "Processed at MUNICH-DE", "Arrived at Delivery Facility in MADRID-ES" and "Shipment is out with courier for delivery", followed by "Delivered". With that last event, the shipment is marked as **Delivered** in **Shipping › Shipments › All Shipments**.

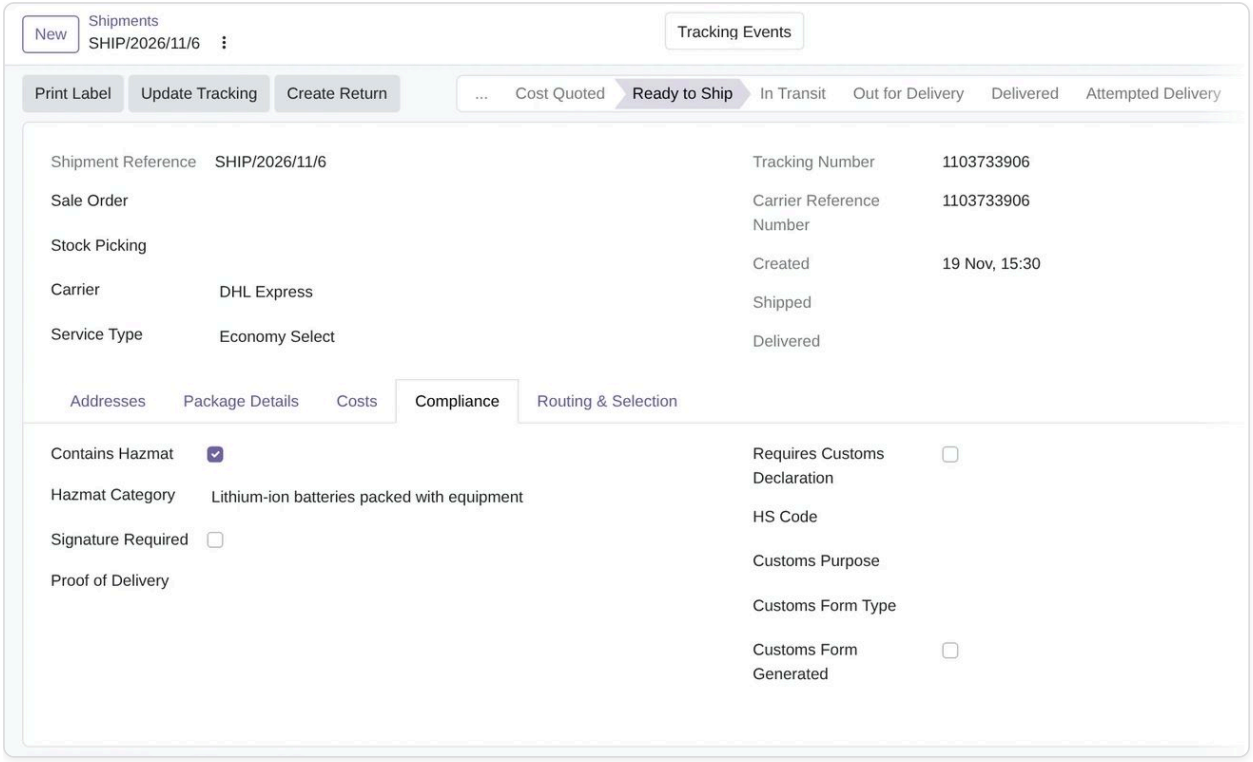
10 Customs and dangerous goods



- **Real Odoo 20 screenshot.** **Compliance** tab of a shipment with **Requires Customs Declaration**, **HS Code** and **Country of Origin of the Goods**.

With **Requires Customs Declaration** ticked, **Create Shipment** sends DHL Express a single goods line with the declared value, the country of origin, the HS code and the description of the goods. DHL returns the commercial invoice and Odoo attaches it to the shipment with the label.

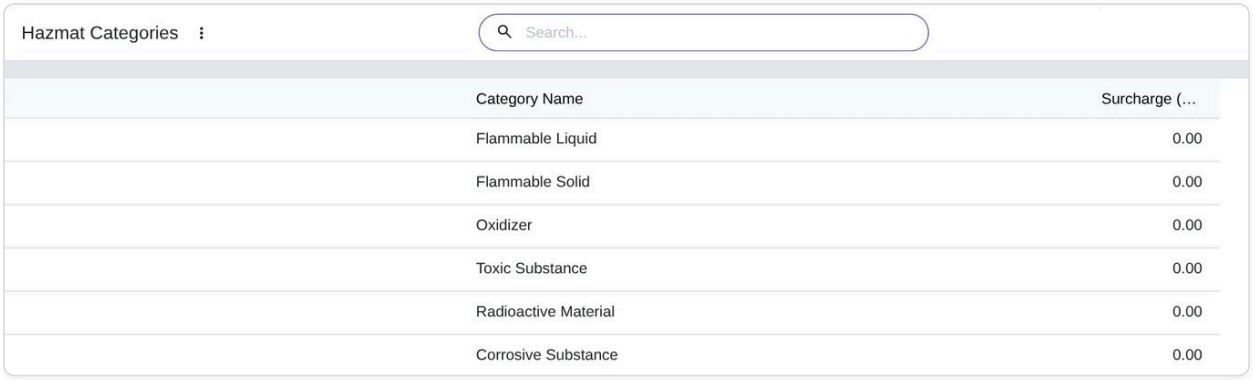
Dangerous goods are an Odoo check. It applies before quoting and before booking, and the DHL Express request does not include any dangerous goods data.



- **Real Odoo 20 screenshot.** Shipment with **Contains Hazmat** ticked and its **Hazmat Category**.

Where each figure comes from

You fill in the customs data and the hazmat category yourself on the shipment's **Compliance** tab. The categories are created in **Shipping › Compliance › Hazmat Categories**; when you install the connector, 6 already come included.



- **Real Odoo 20 screenshot.** List of **Hazmat Categories** with their surcharges.

Shipment buttons

Get Cost Quote	Requests the price. Only appears while the shipment is in **Draft**.
Create Shipment	Books with DHL Express and attaches the label and, if customs applies, the commercial invoice. Hidden if it already has a tracking number or if the status is not **Draft**, **Cost Quoted** or **Ready to Ship**.
Print Label	Appears when the shipment has a tracking number.

Statuses

Booking leaves the shipment in **Ready to Ship** with its waybill number. **Blocked** prevents quoting, booking and printing the label.

Steps

1. **Open the shipment**
   Go to **Shipping › Shipments › All Shipments** and open the shipment.

2. **Mark the customs details**
   In **Compliance**, tick **Requires Customs Declaration** and fill in **HS Code**, **Country of Origin of the Goods** and **Goods Description**.

3. **Quote and book**
   Press **Get Cost Quote** and then **Create Shipment**.

> If the **HS Code** is missing, Odoo will not let you create the international shipment, and DHL Express also requires the declared value and the country of origin. If **Contains Hazmat** is ticked, a category is needed and the carrier must have **Supports Hazmat**. Otherwise Odoo refuses.

Customs data on the shipment

Requires Customs Declaration	Checkbox, off by default. When ticked, the DHL Express booking includes the export declaration.
HS Code	Tariff code of the goods. Required when creating an international shipment that requires customs.
Country of Origin of the Goods	Country of origin. DHL Express needs it together with the declared value.
Goods Description	Description of the goods that travels on the line.
Declared Value (EUR)	Declared value in euros. Must be greater than 0.
Customs Purpose	**Sale**, **Gift**, **Sample**, **Return** or **Repair**.
Customs Form Type	**CN22**, **CN23** or **Intrastat**. Only **Intrastat** has an effect: it moves the shipment to **Intrastat Export**.
Customs Form Generated	Informational checkbox: no button ticks it.

DHL Express receives a single line with the declared value, the country of origin, the HS code and the description. DHL returns the commercial invoice and Odoo attaches it to the shipment alongside the label.

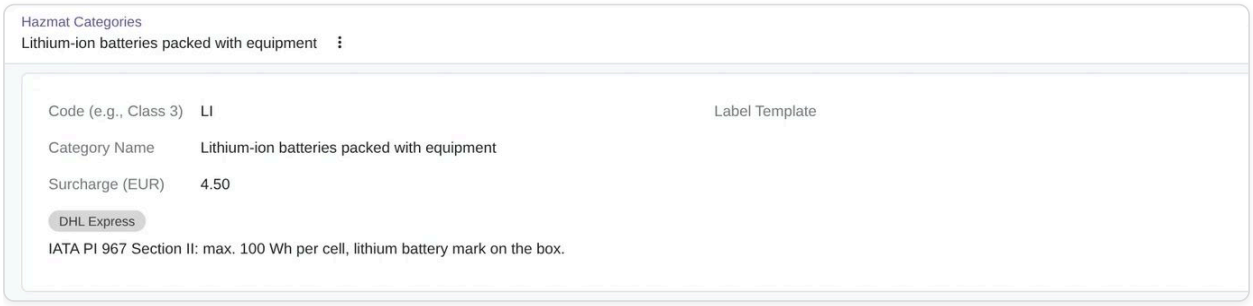
Customer customs data

The contact has a **Customs Information** tab with **Customs Company Name**, **Customs Responsible Person** and **Product Safety PDF URL**. They are stored on the contact; the DHL Express booking does not use them.

Dangerous goods

Contains Hazmat	Checkbox, off by default. Activates the Odoo control.
Hazmat Category	Category of the hazardous goods. It is required if the checkbox is ticked.
Supports Hazmat	Carrier option. Without it, Odoo does not accept a shipment with hazardous goods.

Each category has **Category Name**, **Code (e.g., Class 3)**, **Description**, **Surcharge (EUR)**, **Label Template** and **Accepted by Carriers**. The surcharge goes into the estimate calculated in Odoo when the carrier has no DHL Express connection. The request to DHL does not include hazmat data.



- **Real Odoo 20 screenshot.** The Lithium-ion battery category, with the code LI, a surcharge of €4.50, and DHL Express among the carriers that accept it.

Rules and messages

MESSAGE	WHEN IT APPEARS
"HS code is required before creating an international shipment."	The shipment requires a customs declaration and has no **HS Code**.
"DHL Express customs need the declared value and the country of origin of the goods of %s."	The declared value is 0 or the country of origin is missing.
"Selected carrier does not support hazardous materials."	**Contains Hazmat** is ticked and the carrier does not have **Supports Hazmat**.
"Hazmat category is required for hazardous shipments."	**Contains Hazmat** is ticked and there is no category.
"Blocked shipments cannot be quoted."	The shipment is in **Blocked** and you request a quote.
"Blocked shipments cannot be created."	The shipment is in **Blocked** and you press **Create Shipment**.

Shipment states

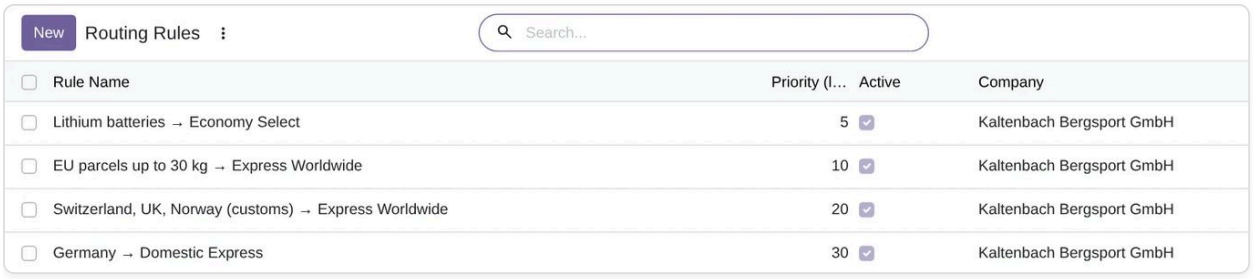
The **State** field starts at **Draft**. The states are **Draft**, **Blocked**, **Cost Quoted**, **Ready to Ship**, **In Transit**, **Out for Delivery**, **Delivered**, **Attempted Delivery**, **Returned to Sender**, **Lost**, **Damaged** and **Cancelled**. **Blocked** prevents quoting, booking and printing the label. With the booking, the shipment moves to **Ready to Ship**. The booking does not request a pickup from DHL, which is arranged separately.

End-to-end example

Shipment 1103733905 for Lukas Meier-Zehnder is going to Bern, in Switzerland, outside the EU. On its **Compliance** tab, **Requires Customs Declaration** is ticked, the **HS Code** is 6201.40, Germany is the **Country of**

Origin of the Goods, and the **Goods Description** reads "Hardshell jackets, polyamide (2 pcs)". The declared value is on the **Costs** tab. When you click **Create Shipment**, DHL Express returns the waybill and the commercial invoice, which are attached to the shipment, and tracking now shows it as **In Transit**.

11 Shipping rules and pricing rules



- **Real Odoo 20 screenshot.** The **Routing Rules** list with the four shipping rules.

Shipping rules are in **Shipping › Rules & Settings › Routing Rules**. Each rule is matched against the destination country, the shipment weight and, if the rule requires it, the hazmat goods. Pricing rules are in **Shipping › Rules & Settings › Cost Adjustment Rules**.

You write all the rule data yourself. No scheduled task or button fetches it from DHL Express.

Shipping rules

Priority (lower = higher)	The rule with the lowest number among those that match the shipment wins.
Destination Countries	Required. Destination countries to which the rule applies.
Origin Countries (empty = any)	If you fill it in, the rule only applies to those origin countries.
Min Weight (kg) and **Max Weight (kg, 0 = no limit)**	Minimum and maximum shipment weight.
Hazmat Only	With the checkbox on, the rule only matches shipments that carry hazardous goods.
Preferred Carrier and **Preferred Service Type**	Required carrier and service type that the rule chooses.
Fallback Carrier	Backup carrier if the preferred one does not accept hazardous goods.

Pricing rules

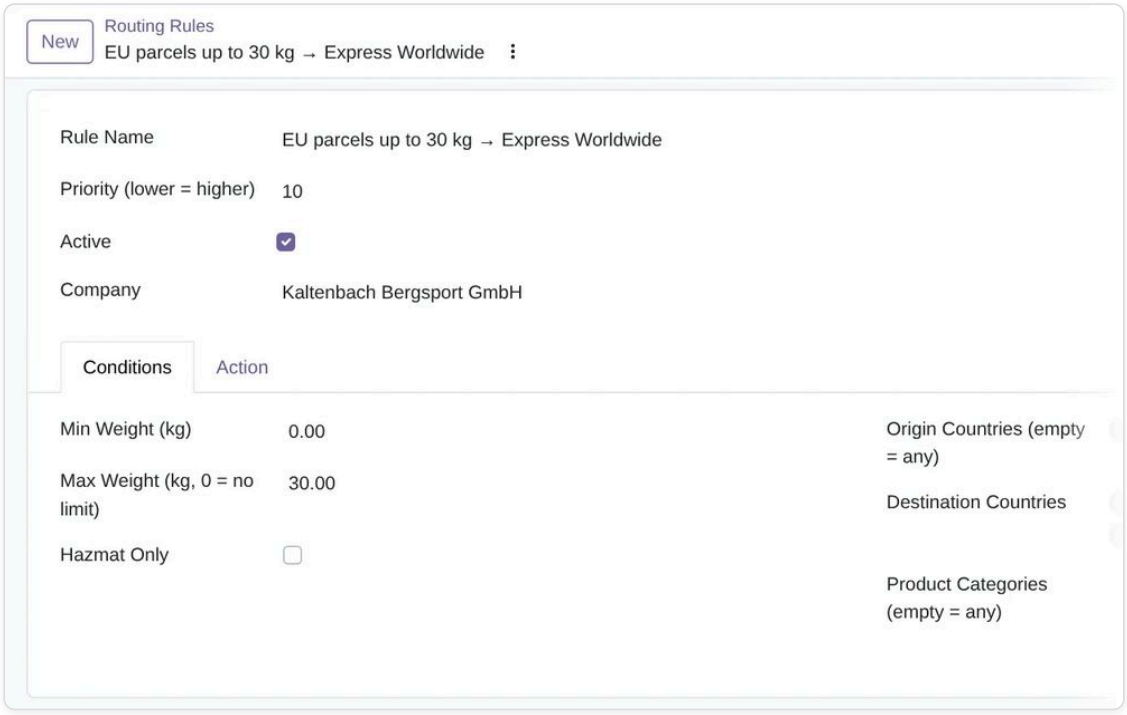
Carrier (empty = all) and **Customer (empty = all)**	They limit the rule to one carrier or one customer. Empty, they apply to all.
Allocation Mode	Required. Offers **Fixed Price**, **Dynamic Calculation**, **Free** and **Weight Band**, but only **Weight Band** changes the calculation: the starting price comes from the weight band. With the other three, the calculation starts from the quoted cost.
Markup (%) and **Fixed Surcharge (EUR)**	Percentage margin and fixed surcharge on the cost.

Volume Discount (%) and Min Monthly Volume (shipments)	Discount subtracted at the end. The minimum number of shipments per month is stored, but the calculation does not check it.
Weight Bands	Weight bands with their price, for the **Weight Band** mode.

Both kinds of rule have the **Active** checkbox. With it off, the rule is not applied.

1. **Open the list of shipping rules**

   Go to **Shipping › Rules & Settings › Routing Rules**.



- **Real Odoo 20 screenshot.** Form of a shipping rule with its **Conditions** and **Action** tabs.

2. **Fill in the conditions**

   On the **Conditions** tab, set the countries, the weight and, if needed, **Hazmat Only**.

3. **Choose the action**

   On the **Action** tab, specify the carrier and the service type.

> A shipping rule is only applied when you request the price of a shipment that has no carrier. It does not change the carrier of a shipment that already has one.

When a shipping rule applies

A shipping rule matches a shipment when all its conditions are met at the same time. The shipment's destination country must be among those in **Destination Countries**. If the rule sets **Origin Countries (empty = any)**, the origin must also be there. The weight must fall between **Min Weight (kg)** and **Max Weight (kg, 0 = no limit)**. If **Hazmat Only** is on, the shipment must carry hazardous goods.

Among several matching rules, the one with the lowest **Priority (lower = higher)** wins. The rule chooses its **Preferred Carrier** and its **Preferred Service Type**. If the preferred carrier does not accept hazardous goods, the **Fallback Carrier** is used. All of this happens when you request the price of a shipment without a carrier.

There are two other rule fields that are not part of the weight or country conditions: **Product Categories (empty = any)** and **Company**. The first can be filled in, but it does not take part in choosing the rule: only countries, weight and hazmat goods count. The second indicates which company the rule belongs to and comes with the active company.

The shipping rule form

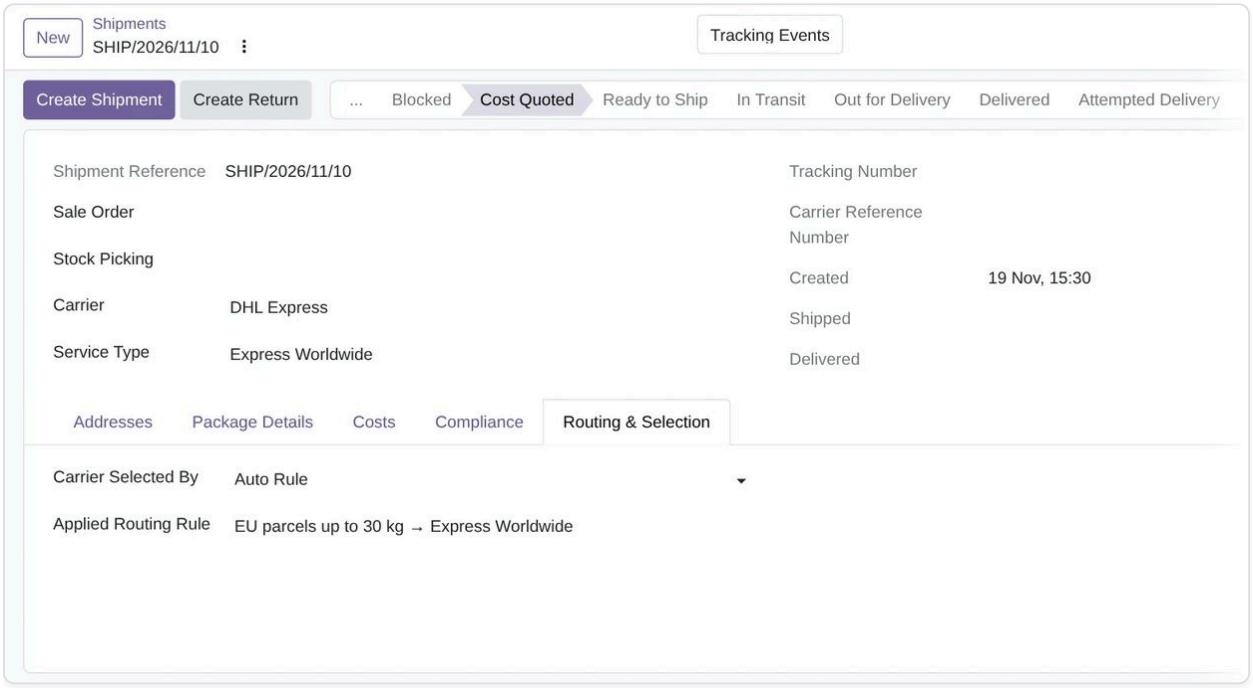
Rule Name	Required text with the name of the rule.
Priority (lower = higher)	Whole number. Defaults to 10.
Active	Checkbox ticked by default.
Company	The rule's company, the active one by default.
Conditions tab	Countries, weights, categories and **Hazmat Only**.
Action tab	Preferred carrier, service type and fallback carrier.

How the price is calculated with a pricing rule

If the shipment has no **Cost Adjustment Rule**, the first active rule that applies to its carrier and customer, or to everyone, is used. With **Allocation Mode** set to **Weight Band**, the starting price is that of the **Weight Bands** tier matching the weight; with **Fixed Price**, **Dynamic Calculation** or **Free** the calculation starts from the **Quoted Cost (EUR)**, so **Free** does not make the shipment free. Then the **Fixed Surcharge (EUR)** is added, the **Markup (%)** is applied and the **Volume Discount (%)** is subtracted. The result is the **Charged Cost (EUR)**. **Min Monthly Volume (shipments)** is stored, but the calculation does not check it.

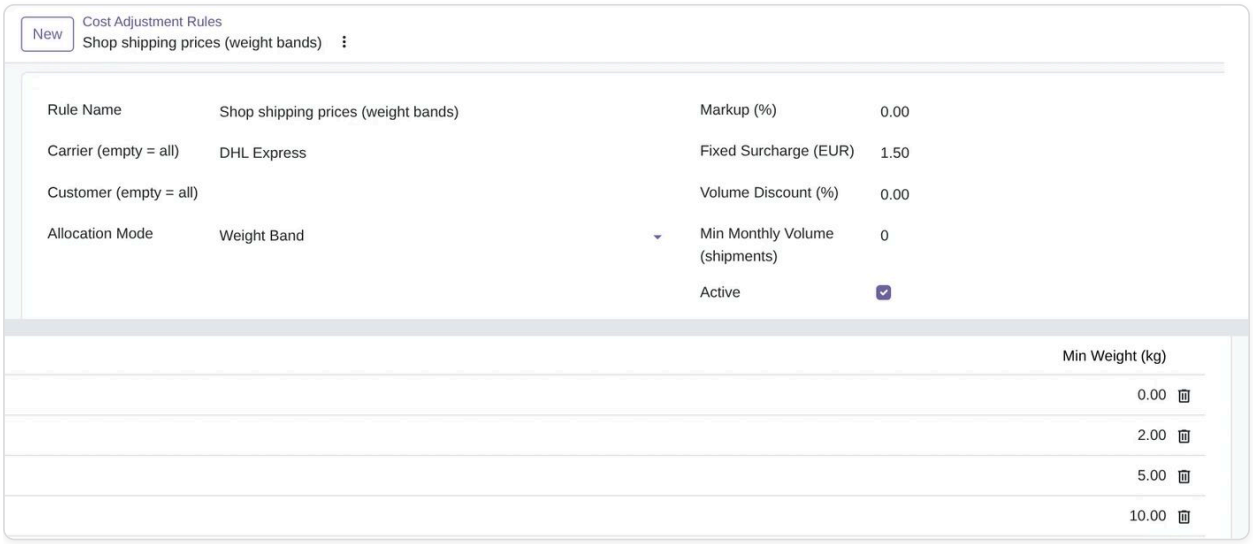
An end-to-end example

The list has four rules: one for lithium batteries (Economy Select), one for packages up to 30 kg to the EU (Express Worldwide), one for Switzerland, the United Kingdom and Norway, with customs (Express Worldwide), and one for Germany (Domestic Express). All of them choose DHL Express as the carrier.



- **Real Odoo 20 screenshot.** Shipment with the **Routing & Selection** tab and the applied rule.

If you request the price of a shipment without a carrier, the matching rule is applied. Afterwards the shipment shows the chosen carrier and, on the **Routing & Selection** tab, **Carrier Selected By** set to **Auto Rule** and the **Applied Routing Rule**.

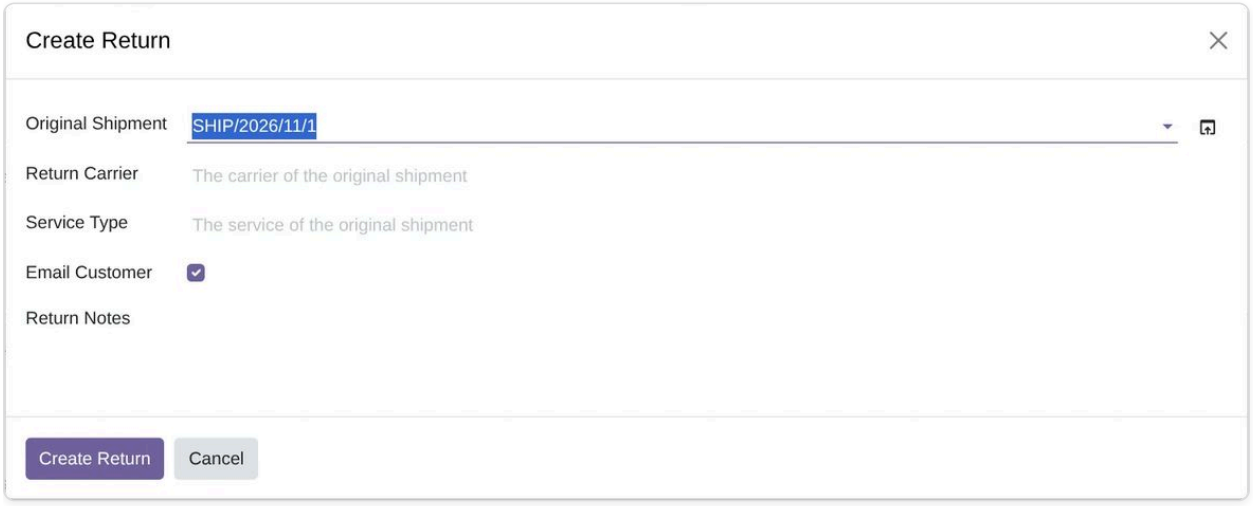


- **Real Odoo 20 screenshot.** Weight-band pricing rule for DHL Express.

In the pricing rules, the list has a rule called "Shop shipping prices (weight bands)" for DHL Express, with four weight bands and a fixed surcharge. Its price appears on the shipment as **Charged Cost (EUR)**, alongside **Quoted Cost (EUR)**, **Markup (%)** and **Cost Adjustment Rule**.

CONNECTOR GUIDE · DHL EXPRESS

12 Returns and claims



- **Real Odoo 20 screenshot.** The **Create Return** wizard with the original shipment, the return carrier and the notes

Where each figure comes from

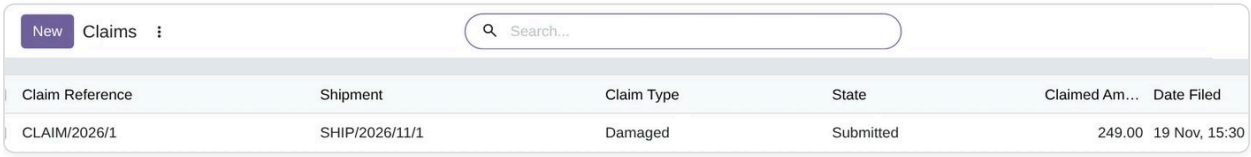
No scheduled task creates returns or claims. Each return comes from the **Create Return** button, and each claim is created by hand from **Shipping › Compliance › Claims** or with the **Create Claim** button on the shipment. Odoo sets the claim reference when you save it. The claim is internal: the connector does not file it with DHL Express. You file it with DHL and keep the status, the amount and what you are paid here; the reference DHL gives you can be noted in **Description**.

The Create Return wizard

Original Shipment	The shipment you want to return. Required.
Return Carrier	The carrier of the return shipment.
Service Type	The service type of the return.
Return Notes	Notes for the return.
Email Customer	Ticked by default. If you leave it ticked, a message for the customer is left in the shipment's history.

The claim

Claim Reference	Filled in automatically on save and cannot be edited.
Shipment	The shipment being claimed. This field is required.
Claim Type	**Lost**, **Damaged** or **Delayed**. This field is required.
State	It starts at **Open**. You change it to **Submitted**, **Approved**, **Rejected** or **Paid**: there are no buttons that do this for you.
Claimed Amount (EUR)	The amount you are claiming.
Payout (EUR)	The amount that is paid to you.
Date Filed and **Date Resolved**	The opening date and the resolution date.
Description	Free text describing what happened.



- **Real Odoo 20 screenshot.** The **Claims** list, showing the reference, the shipment, the type and the state

1 Open the shipment

Go to **Shipping › Shipments › All Shipments** and open the shipment you want to return.

2 Click Create Return

Choose the return carrier and service type, write the notes and decide whether to tick **Email Customer**.

3 Click Create Return in the wizard

A new shipment is created in **Draft**, with origin and destination reversed and linked to the original.

4 Generate the label

On that new shipment, click **Create Shipment** to produce the return label.

> The return does not generate a label on its own: the label is produced when you click **Create Shipment** on the new shipment. With **Email Customer** only a message is left in the history, with no label.

What the return wizard does

Create Return opens a wizard where you choose the carrier and the return service type, write **Return Notes** and decide whether to tick **Email Customer**. When you confirm, the connector creates a new shipment in **Draft** with origin and destination reversed and links it to the original shipment. The return shipment is not sent yet: the label is produced when you click **Create Shipment** on it.

If **Email Customer** is ticked, which is the default, the connector leaves a message for the customer in the shipment history. That message does not include a label. You can cancel the wizard with **Cancel** without creating anything.

Claim states

STATE	WHAT IT MEANS
Open	Initial state: the claim has been created but not yet filed.
Submitted	The claim has been filed.
Approved	The claim has been approved.
Rejected	The claim has been rejected.
Paid	The claim has been paid.

Claim types

- **Lost**: the shipment has been lost.
- **Damaged**: the shipment arrived damaged.
- **Delayed**: the shipment arrived late.

Rules and conditions

- **Original Shipment** is required: the wizard cannot create the return without an origin shipment.
- **Shipment** and **Claim Type** are required on a claim.
- **Claim Reference** is not typed in: Odoo assigns the numbering when you save, from its own sequence.
- **Date Filed** is filled in automatically with the date and time of creation.

Claim record fields

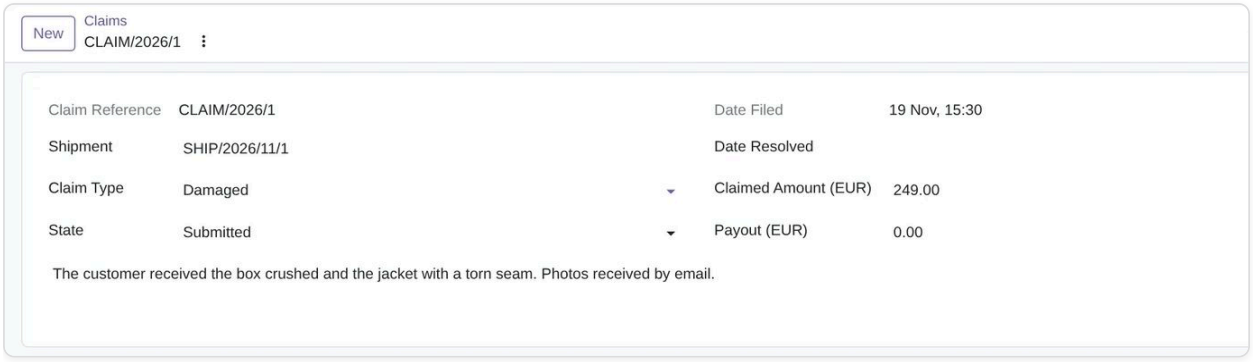
Claim Reference	Unique claim reference, read-only.
Shipment	The shipment the claim refers to.
Claim Type	Reason: lost, damaged or delayed.
State	Status of the claim up to payment.
Claimed Amount (EUR)	Amount claimed.
Date Filed	Date on which it was opened.
Date Resolved	Date on which it was resolved.

Payout (EUR)	Amount paid.
Description	Description of the case.

End-to-end example

Shipment 1103733901 to Lucía Fernández Gelabert, using the Express Worldwide service from DHL Express, is at **Delivered**. The customer wants to return the order. Open the shipment and click **Create Return**. The wizard proposes the original shipment; you choose the carrier and the return service, write a note and leave **Email Customer** ticked. A new shipment is created in **Draft** with the origin and destination reversed. There, click **Create Shipment** and the return label is generated.

The parcel arrived damaged. From the same shipment you click **Create Claim**: Odoo opens a claim of type **Damaged**, because the shipment is delivered, with the declared value as the amount and its own **Claim Reference**. You file the claim with DHL, explain what happened in **Description**, adjust **Claimed Amount (EUR)** and move the state to **Submitted**. When it is resolved, you note **Date Resolved** and **Payout (EUR)**.



- **Real Odoo 20 screenshot.** The claim for shipment 1103733901, with its type, its state and its amounts

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13 What the carrier invoices you compared with what Odoo records



- **Real Odoo 20 screenshot.** The **Cost Reconciliation** list, with Odoo's total, the invoice total and the difference for each month.

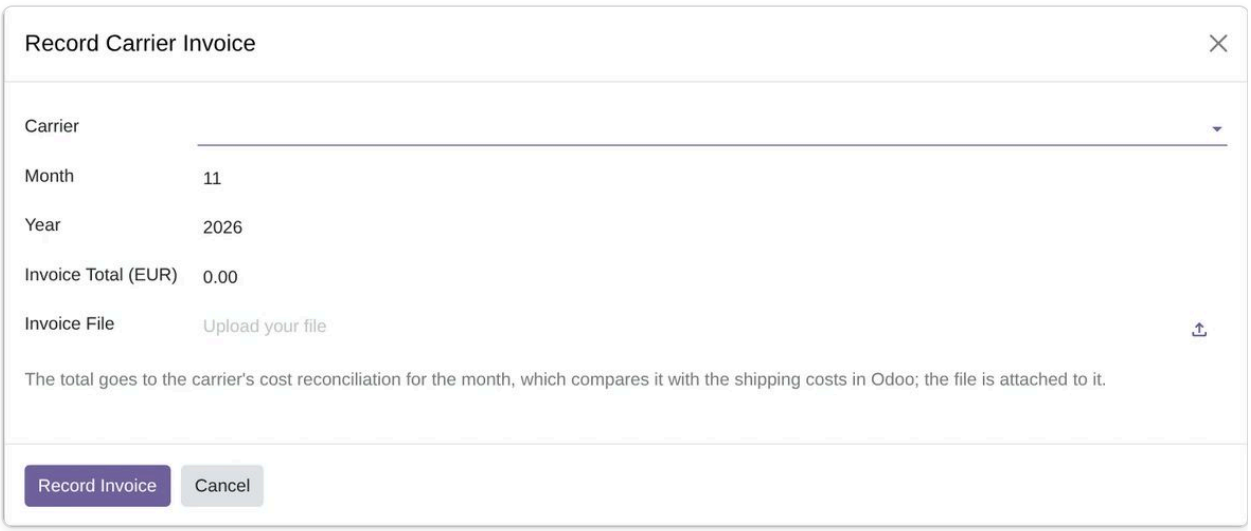
Where each figure comes from

- The scheduled task **Reconcile Shipping Costs** runs each day and creates, if it does not already exist, the reconciliation for the previous month for each carrier, in the carrier's company.
- You record the invoice total yourself with **Shipping › Reporting › Record Carrier Invoice**. The module does not read the invoice line by line.
- You enter the targets in **Shipping › Reporting › SLO Tracking** yourself.

How to record an invoice

1. **Open Shipping › Reporting › Record Carrier Invoice**
   Only **Shipping Manager**s can see it. A window opens with the **Carrier**, the **Month** and the **Year**. Month and year default to today's.

2. **Enter the Invoice Total (EUR)**
   This field is required. If you wish, attach the file in **Invoice File**.



- **Real Odoo 20 screenshot.** The **Record Carrier Invoice** window with the **Record Invoice** and **Cancel** buttons.

3. **Click Record Invoice**
   The total is recorded and **Cost Reconciliation** compares it with the month's Odoo costs.

What each reconciliation shows

Odoo Total (EUR)	The sum of the **Charged Cost (EUR)** of that carrier's shipments created in the month, excluding cancelled ones. This is what you charge: if your pricing rules add margin, the difference includes it.
Invoice Total (EUR)	The total of the invoice you recorded.
Variance (EUR) and **Variance (%)**	The difference between both totals.
Alert Threshold (%)	If the difference exceeds it, the reconciliation raises a warning. It is set to 5.
State	**Draft** or **Done**. You change it yourself on the detail form: there is no button.

Targets per carrier

SLO Tracking stores, per carrier, the targets **On-Time Delivery Target (%)**, **Max Transit Days** and **Cost Target (EUR)**. You can limit them to a service type with **Service Type (optional)** and deactivate one with **Active**.

> The module does not measure the **SLO Tracking** targets nor warn you when they are missed: it only stores them. It does not read the carrier's invoice either: you record the monthly total yourself.

Reconciliation states

Draft	This is the state each reconciliation is created with.
Done	You set this yourself in the **State** field of the detail form when you consider the month reviewed: there is no button.

How the difference is calculated

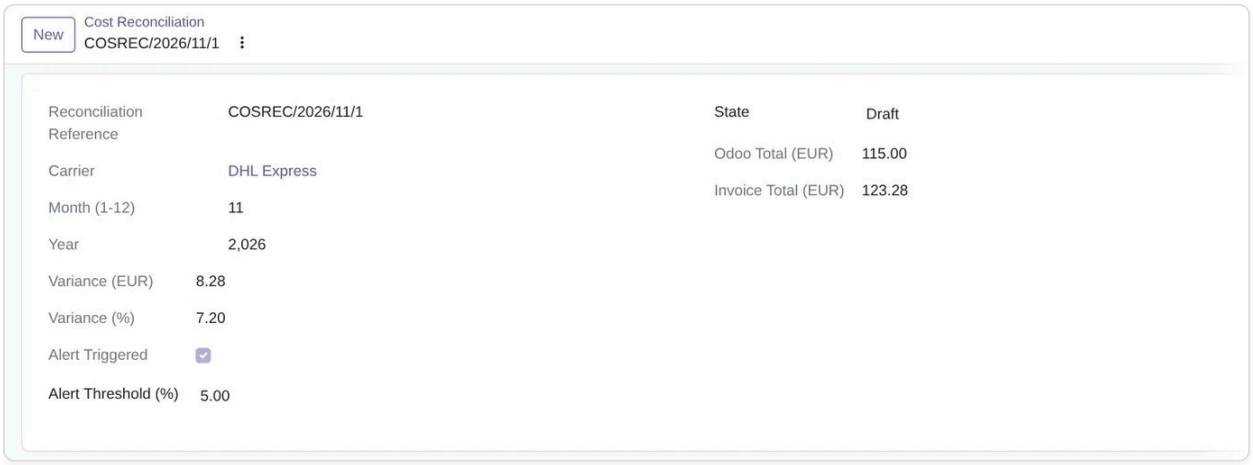
Cost Reconciliation compares the invoice total with the sum of the **Charged Cost (EUR)** of that carrier's shipments created in the month, excluding cancelled ones, and calculates the difference in euros and as a percentage. It compares against what you charge, not against the price quoted by DHL: if your pricing rules add margin, the difference includes it. If the percentage exceeds the **Alert Threshold (%)**, it sets **Alert Triggered**. The threshold is set to 5 and can be changed on each reconciliation. A month with no shipments in Odoo shows the whole invoice as the difference.

Rules and conditions

- The invoice month must be between 1 and 12. Otherwise Odoo gives the error "The month must be between 1 and 12." and records nothing.
- **Carrier**, **Month**, **Year** and **Invoice Total (EUR)** are required when recording an invoice.
- The invoice total is a single amount for the month. It is not loaded line by line.
- Each reconciliation receives its **Reconciliation Reference** when it is created, with its own sequence. It is read-only.

The reconciliation record

The detail shows **Reconciliation Reference**, **Carrier**, **Month (1-12)**, **Year**, **State**, the totals and the variances, **Alert Triggered** and **Alert Threshold (%)**.



- **Real Odoo 20 screenshot.** The detail of a reconciliation with **Alert Triggered** and **Alert Threshold (%)**.

End-to-end example

1. **The carrier invoice arrives**
   Open **Shipping › Reporting › Record Carrier Invoice**, choose the carrier, the month and the year, and enter the invoice total.

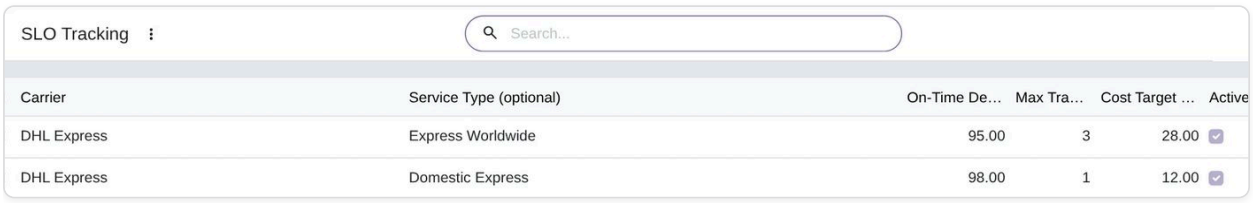
2. **Click** Record Invoice

The total is recorded and compared with the Odoo costs for that month.

3. **Open Shipping › Reporting › Cost Reconciliation**
   Check **Variance (EUR)** and **Variance (%)**. If the difference exceeds the **Alert Threshold (%)**, **Alert Triggered** is ticked.

Service objectives

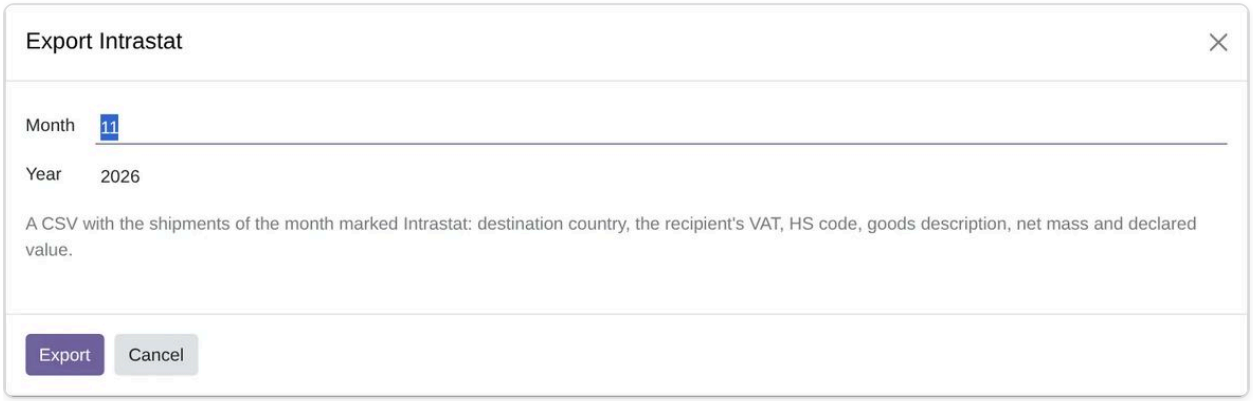
In **SLO Tracking** each objective belongs to one carrier and, if you wish, to a single service.



- **Real Odoo 20 screenshot.** The **SLO Tracking** list with the **DHL Express** objectives.

CONNECTOR GUIDE · DHL EXPRESS

14 Intrastat and GDPR requests



- **Real Odoo 20 screenshot.** The **Export Intrastat** wizard with **Month** and **Year**.

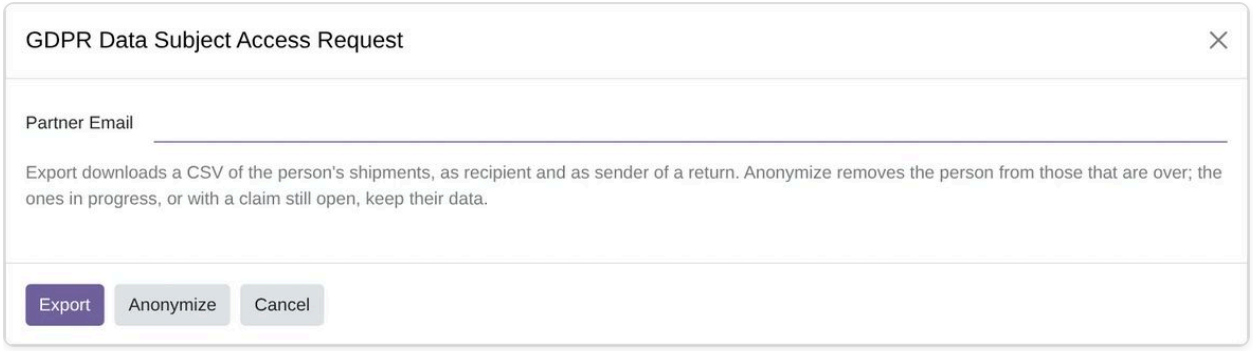
Intrastat

Open **Shipping › Compliance › Intrastat Export**. The **Export Intrastat** wizard generates the CSV of the shipments for the month that have **Requires Customs Declaration** and **Customs Form Type Intrastat** and have already left (**In Transit**, **Out for Delivery** or **Delivered**); the departure date is that of DHL's first checkpoint. It brings the shipment, the departure date, the destination country, the consignee's VAT number, the HS code, the description, the net mass and the declared value. The nature of the transaction, the mode of transport and the statistical procedure are not on the shipment: the declarant adds them.

1. **Open Shipping › Compliance › Intrastat Export**
   The wizard opens with the current month and year.

2. **Check Month and Year**
   The month must be between 1 and 12. With several companies, the wizard also asks for **Company**.

3. **Click Export**
   The CSV with that month's shipments is generated.



- **Real Odoo 20 screenshot.** The **GDPR Data Subject Access Request** wizard with **Partner Email**.

GDPR requests

Open **Shipping › Compliance › GDPR Requests**, which only **Shipping Manager**s can see. Enter the person's email in **Partner Email** and choose what to do. In addition, the scheduled task **Shipping: GDPR anonymization after the retention period** runs every day and anonymises the shipments that exceed the retention period.

Export	Exports the shipments of the person whose email you entered, as CSV or ZIP depending on **Format**.
Anonymize	Anonymises that person's completed shipments. Those still in transit or with an open claim keep their data, and the wizard reports how many.
Cancel	Closes the wizard without doing anything.

> If no contact has that email, Odoo shows "No partner found with email: %s" and does nothing. **Partner Email** is mandatory. In Intrastat, a month outside 1 to 12 gives "The month must be between 1 and 12.".

What each wizard does

Neither wizard has states of its own: they are windows that are opened, used and closed. What changes is the result, a CSV file or anonymised data.

Intrastat rules

- **Month** and **Year** are mandatory. They default to the current month and year.
- If **Month** is not between 1 and 12, Odoo shows "The month must be between 1 and 12." and does not export.
- **Company** defaults to your active company and can be changed.

GDPR request rules

- **Partner Email** is mandatory. It is searched among the contacts of the companies you have access to, including archived ones.
- If no contact with that email appears, Odoo shows "No partner found with email: %s" and the wizard does nothing.
- **Export** downloads their shipments as CSV or ZIP. **Anonymize** only anonymises completed shipments; those still in transit or with an open claim keep their data.

The daily task

The scheduled task **Shipping: GDPR anonymization after the retention period** is active and runs every day. It anonymises, without you having to ask, what already exceeds the retention period.

An end-to-end example

1. **Month end**
   Open **Shipping › Compliance › Intrastat Export**, leave the month and year Odoo suggests, check **Company** and click **Export**.

2. **An access request arrives**
   Open **Shipping › Compliance › GDPR Requests**, enter the person's email in **Partner Email** and click **Export**.

3. **An erasure request arrives**
   Repeat with the same email and click **Anonymize**.

CONNECTOR GUIDE · DHL EXPRESS

15 The data that goes out and comes back

DATA	DIRECTION	WHEN
Shipment quote (price and service)	From Odoo to DHL Express, and the rate comes back to Odoo	With the **Get Cost Quote** button, on a shipment in **Draft** state.
Shipment data: addresses, packages and chosen service	From Odoo to DHL Express	With the **Create Shipment** button, while the shipment has no tracking number.
Export declaration for the goods	From Odoo to DHL Express	When creating the shipment, if it is a shipment with customs.
Tracking number and label	From DHL Express to Odoo	When creating the shipment. The label is printed with **Print Label**.
Tracking events and shipment status	From DHL Express to Odoo	Every hour with the **Update Shipment Tracking** task, or instantly with **Update Tracking**.
Connection test	From Odoo to FlexigoTech Cloud, without reaching DHL	With **Test connection**: the cloud reports what it holds for that connection, without the key.
MyDHL API secret	From Odoo to FlexigoTech Cloud	When saved on the connection. It can be deleted with **Delete saved key**.

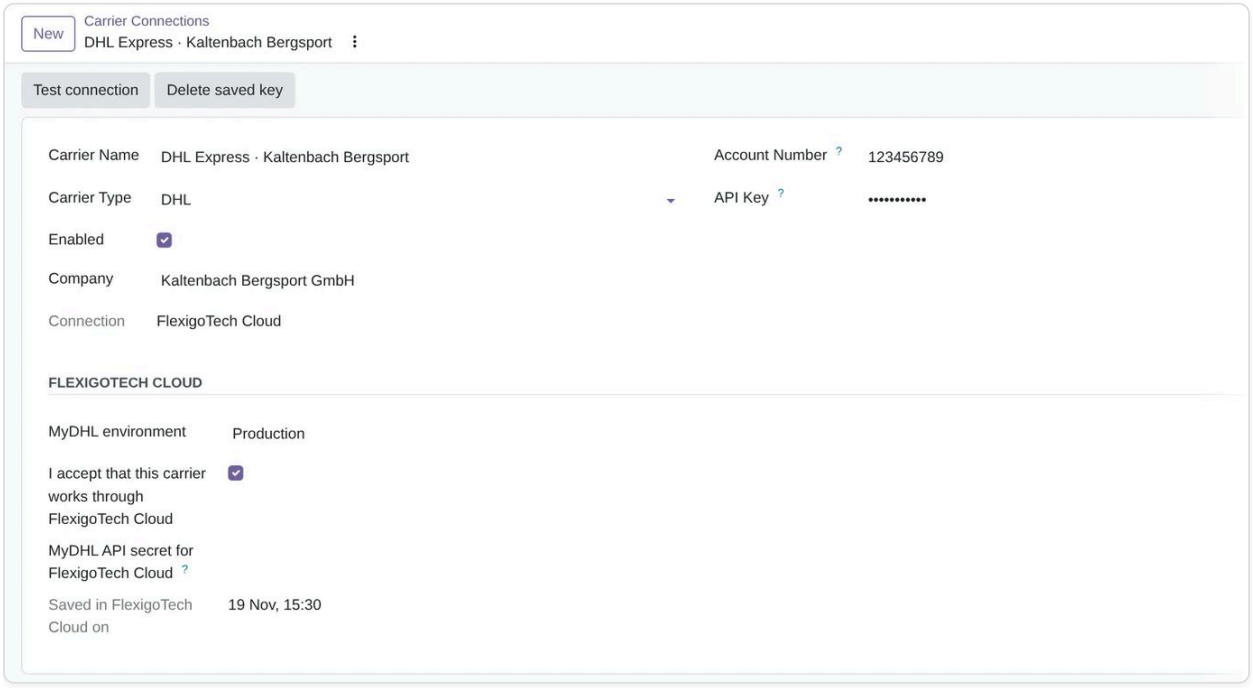
Calls to DHL Express do not leave your Odoo directly. They go through FlexigoTech Cloud, which stores the MyDHL Express API secret encrypted and sends the rate, label and tracking requests to DHL on your behalf. That is why the connector needs a FlexigoTech Cloud subscription, with a 14-day trial, and without it it does not talk to DHL Express. When you delete a connection, its saved key is deleted from FlexigoTech Cloud too.

16 What happens automatically

TASK	FREQUENCY	WHAT IT DOES
Update Shipment Tracking	Every hour, enabled	Checks the tracking of the shipments and adds the new events to each one, which are visible in **Shipping › Shipments › Tracking Events**. It also updates the shipment status according to what DHL Express reports.
Reconcile Shipping Costs	Every day, enabled	Creates, if it does not exist yet, the previous month's reconciliation for each carrier, which is visible in **Shipping › Reporting › Cost Reconciliation**.
Shipping: GDPR anonymization after the retention period	Every day, enabled	Anonymises the personal data of the shipments when the retention period passes. If the system parameter flexigo_shipping.gdpr_retention_days has not been changed, it is 730 days.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

17 The connection options and their defaults



- **Real Odoo 20 screenshot.** The connection to DHL Express, under the **FlexigoTech Cloud** group.

OPTION	ON CREATION	WHAT IT DOES
Carrier Name	Empty	Name of the connection. It is mandatory.
Carrier Type	DHL, if you create it from the menu	Type of carrier. The list offers **FedEx**, **UPS**, **USPS**, **DHL** and **Generic/Custom**, but through FlexigoTech Cloud only **DHL** works.
Enabled	On	Activates the connection. With it switched off, no call to DHL Express is made.

OPTION	ON CREATION	WHAT IT DOES
Company	The company you are working in	Company the connection belongs to. It is required. A carrier can only use a DHL connection from its own company.
Account Number	Empty	DHL Express account number. Only administrators and the **Carrier Configuration Admin** group can see it.
API Key	Empty	MyDHL account key, the MyDHL user key. It is required if the connection is enabled. Only administrators and the **Carrier Configuration Admin** group can see it.
MyDHL environment	**Production**	Choose between **Production** and **Test (MyDHL sandbox)**. It is required.
I accept that this carrier works through FlexigoTech Cloud	Off	Consent from an administrator. Without it, nothing is sent to DHL Express.
MyDHL API secret for FlexigoTech Cloud	Empty	MyDHL secret. It is sent once, encrypted, to FlexigoTech Cloud together with the API key, and Odoo does not store it.
Saved in FlexigoTech Cloud on	Empty	Read only. Shows when this connection's key was saved in FlexigoTech Cloud.

Before each call, it checks that the connection is DHL, that you have accepted the consent, that the key is saved and that the service is active, either through the trial or the subscription. If anything is missing, nothing is sent and the message says what is missing. Each connection stores its own key, so you can have several, including from different companies, each with its own DHL Express account.

What you do by hand

TAB OR GROUP	BUTTONS
Connection header	**Test connection**. On a DHL connection it does not call DHL: it shows what FlexigoTech Cloud has saved for that connection, without the key.
FlexigoTech Cloud group	**Delete saved key**. Only an administrator sees it, and only if the key is already saved in FlexigoTech Cloud. It deletes that key.

Everything the connection stores is in a single form, under the **FlexigoTech Cloud** group. That is where the MyDHL environment, the consent, the secret and the date the key was saved in FlexigoTech Cloud appear. If you delete the connection, its key is deleted from FlexigoTech Cloud too. If the cloud does not respond, the connection is not deleted.

> Only an administrator can delete the saved key. A connection used by a carrier cannot be deleted either: first remove it from the carrier or archive it.

18 Security and personal data

- The MyDHL key does not stay in Odoo. The API secret is entered in **MyDHL API secret for FlexigoTech Cloud** and is sent once, encrypted, to FlexigoTech Cloud together with the **API Key**. Odoo does not store it.
- Only an administrator can see and fill in **MyDHL API secret for FlexigoTech Cloud** and the **I accept that this carrier works through FlexigoTech Cloud** checkbox. The **Saved in FlexigoTech Cloud on** field is also administrator-only, and shows when the key was saved in the cloud.
- Consent is given by an administrator when ticking **I accept that this carrier works through FlexigoTech Cloud**. Without that checkbox nothing is sent: the message says "Accept first that this carrier works through FlexigoTech Cloud: nothing was sent and nothing was saved."
- **Test connection** does not call DHL Express. It shows what FlexigoTech Cloud has saved for that connection, without the key. It is visible to users in the **Carrier Configuration Admin** group and to administrators.
- **Delete saved key** deletes the key from FlexigoTech Cloud and only an administrator can press it. It appears when the connection goes through FlexigoTech Cloud and already has a saved key. If another user tries, the message says "Only an administrator deletes the MyDHL key saved in FlexigoTech Cloud."
- If you delete a connection, its key is also deleted from the cloud once the deletion is saved. If the cloud does not respond, the connection is not deleted.
- The module comes with five user groups: **Shipping User**, **Shipping Manager**, **Shipping Administrator**, **Carrier Configuration Admin** and **Hazmat Specialist**. In total it defines 68 model access rights.
- From each connection, the saved MyDHL key goes to FlexigoTech Cloud. From each shipment, what DHL Express needs goes: the recipient's name, address and contact details, the packages with their weight, and the requests for rates, labels and tracking. It may include personal data of your customers or employees. FlexigoTech Cloud passes it on to DHL Express and keeps it only for as long as needed to deliver it.
- For whoever accepts the service, the company name, their email, and the date and version of the accepted text are stored.
- Your orders, invoices and products stay in your Odoo.

Automatic deletion of personal data

The connector has a scheduled task, **Shipping: GDPR anonymization after the retention period**, which runs every day and is active. It anonymises the personal data of shipments once the retention period has passed: it replaces the origin and destination with an anonymous address and deletes the tracking number, notes, attachments (including the label), the location of events and messages. Weights, costs, carrier, dates and statuses are kept. Shipments with an open claim wait. If the system parameter flexigo_shipping.gdpr_retention_days has not been changed, it is 730 days.

To handle a data subject, the GDPR access request screen asks for the contact's email and offers **Export** and **Anonymize**. If no contact has that email, it says "No partner found with email: %s".

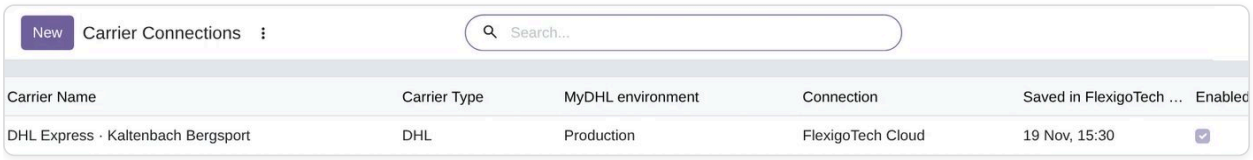
19 Several connections and several companies

Connections are in **Shipping › Carriers › Carrier Connections**. Each has its **Company**, its **Account Number** and its **API Key**, and chooses its environment in **MyDHL environment**: **Production** or **Test (MyDHL sandbox)**. Each connection stores its own MyDHL key in FlexigoTech Cloud, so several connections, including from different companies, each ship with their own DHL Express account.

A carrier can only use a DHL connection from its own company. If you choose another, it says "The DHL Express connection of %s must be a DHL connection of the same company." A carrier's code must be unique within its company.

Each account saved in FlexigoTech Cloud counts towards the plan limit. The Standard plan allows up to 3 accounts per connector and Pro up to 10.

A disabled connection sends nothing: it says "The connection %s is disabled. Nothing was sent." It also does not send if the account number is missing, and the message says "Enter the DHL Express account number in the connection %s first. Nothing was sent."



- **Real Odoo 20 screenshot.** The **Carrier Connections** list with the DHL Express connection for the company Kaltenbach Bergsport.

20 If something fails

No active trial or subscription	Before each call, it checks that the service is active. If it is not, nothing is sent to DHL Express and Odoo shows the notice. Activate the trial or the subscription.
The key is missing from the connection	The message "This carrier has no MyDHL key saved in FlexigoTech Cloud. An administrator saves it in this carrier. Nothing was sent." asks an administrator to save the key. Open the connection in **Shipping › Carriers › Carrier Connections**, fill in **API Key** and **MyDHL API secret for FlexigoTech Cloud**, and check that you can see the date in **Saved in FlexigoTech Cloud on**.
Consent has not been accepted	An administrator has to tick **I accept that this carrier works through FlexigoTech Cloud**. Without the checkbox nothing is sent and nothing is saved.
The account number is missing	Enter the DHL Express **Account Number** in the connection the message names.
You do not know whether the key is saved	Press **Test connection** on the connection. It does not call DHL Express: it shows what FlexigoTech Cloud has saved for that connection, without the key.
DHL Express rejects the request	Odoo shows the reason DHL Express replied with, as "DHL Express refused it: %s", and writes nothing to the shipment. Correct what the message says and try again.
You are a user without administrator rights	Saving the key, accepting the consent and pressing **Delete saved key** are administrator tasks. Ask one to do it.

Calls to DHL Express go through FlexigoTech Cloud. If the cloud does not respond, the call fails and nothing is sent to DHL Express. If the service has stopped because the subscription is missing, renew it.

Other notices you may see

"Only DHL Express works through FlexigoTech Cloud: nothing was sent."	You used FedEx, UPS or USPS, which appear in the **Carrier Type** list but do not ship through FlexigoTech Cloud. Choose DHL.
"Accept first that this carrier works through FlexigoTech Cloud: nothing was sent and nothing was saved."	Tick **I accept that this carrier works through FlexigoTech Cloud** first. Only an administrator can do this.
"Enter the MyDHL API key first: it goes with the secret."	Fill in **API Key** before saving the secret, because they are sent together to FlexigoTech Cloud.
"The connection %s is disabled. Nothing was sent."	Turn on **Enabled** on that connection.
"Choose the service type of %s: its code is the DHL Express product (Get Cost Quote lists the ones DHL offers for this route)."	Choose a service type whose code is a DHL Express product.
"DHL Express offers here: %(offered)s. Choose a service type whose code is one of those products (now: %(code)s)."	The chosen service does not exist for that route. Change to one of the products the message lists.
"Enter the weight of %s: DHL Express prices and books by weight."	Enter a weight greater than zero on the shipment.
"HS code is required before creating an international shipment."	Fill in **HS Code** on the shipment before creating it.
"DHL created waybill %(number)s but %(error)s Nothing was saved in Odoo: get the label from MyDHL+ instead of creating the shipment again."	DHL Express did create the waybill. Get the label from MyDHL+ and do not create the shipment again in Odoo.
"A shipment that went to the carrier cannot be deleted."	A shipment with a tracking number, or outside **Draft**, **Blocked** and **Cost Quoted**, cannot be deleted.

CONNECTOR GUIDE · DHL EXPRESS

21 Other ways of doing it

WAY	WHAT IT MEANS
By hand from the DHL Express panel	You prepare each shipment outside Odoo and retype the address, weight and tracking number. Labels, costs and deliveries are recorded by hand on each order.

WAY	WHAT IT MEANS
Odoo alone	Odoo Enterprise includes its own DHL Express connector: in Odoo 18, 19 and 20, "DHL Express Shipping" (delivery_dhl_rest), a shipping method on the sales order and the delivery order against the DHL REST API. Odoo Community includes nothing for DHL Express.
This connector	The shipment is created inside Odoo: you quote the rate, print the label and the return label, track the shipment status and reconcile the costs. It works through FlexigoTech Cloud, which stores your MyDHL Express API secret encrypted and sends your requests to DHL.
DHL Connector for Odoo, also by FlexigoTech	A shipping method inside the Odoo sales order and delivery order, for DHL Parcel DE (Germany) and DHL Express, with pickups. This connector, by contrast, handles shipments in its own app, with rules, customs, claims and reconciliation.

If you already use another tool: the connector does not import earlier shipments. It works with the shipments you create in Odoo from the moment you install it; earlier ones stay where they are.

CONNECTOR GUIDE · DHL EXPRESS

22 Plans and price

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€49/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

PRO

€98/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card

Prices exclude VAT

The module licence is per version of Odoo. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not require a card. With Standard, up to 3 connections; with Pro, up to 10. If you buy the module at flexigotech.com and keep your FlexigoTech Cloud subscription active, the module for each new version of Odoo is included; on Odoo Apps, each version is bought separately.

23 Frequently asked questions

What does the connector do?

It brings DHL Express shipments into Odoo: it quotes the rate, books the shipment, prints the label, tracks the parcel, creates returns and prepares cost reconciliation.

Does it work without FlexigoTech Cloud?

No.

Why does it go through FlexigoTech Cloud?

FlexigoTech Cloud stores your MyDHL Express API secret encrypted and, on your behalf, sends DHL the rate, label and tracking requests.

Is there a free trial?

Yes, 14 days without a card with FlexigoTech Cloud.

How much does it cost?

The module licence is €9 per Odoo version. FlexigoTech Cloud is €49 per month or €490 per year with Standard, and €98 per month or €980 per year with Pro, excluding VAT.

What is the difference between the plans?

Standard supports up to 3 accounts per connector and Pro up to 10. Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. While you're subscribed, support for the service stays included. Support replies within 1 working day with Standard and within 4 working hours with Pro, with a video call if needed.

How many connections can I have?

Each account saved in FlexigoTech Cloud counts towards the plan limit: up to 3 with Standard and up to 10 with Pro.

Does it work on Odoo Online?

No. Odoo Online does not allow third-party modules to be installed.

Does it need Odoo Enterprise?

No. All its dependencies are from Odoo Community (Sales, Inventory, Website and Discuss, plus the FlexigoTech Cloud module), so it works on Community and Enterprise.

Which versions of Odoo does it work with?

There are versions for Odoo 17, 18, 19 and 20.

What do I need from DHL?

A DHL Express account with access to MyDHL: the account number, the API key and the MyDHL API secret.

Does it create the DHL account for me?

No. It does not set up the account, generate the API key or the MyDHL secret, and it does not activate services in DHL Express.

Does it work with FedEx, UPS or USPS?

No. They appear in the **Carrier Type** list, but only DHL works through FlexigoTech Cloud.

Who can connect the account?

Only an administrator can accept the consent and enter the MyDHL secret.

Is my MyDHL key stored in Odoo?

No. The secret is sent once, encrypted, to FlexigoTech Cloud and Odoo does not store it.

What happens to my key if I delete the connection?

It is also deleted from FlexigoTech Cloud. If the cloud does not respond, the connection is not deleted.

Can I use it with several companies?

Yes. Each connection has its own company and its own DHL Express account, and a carrier can only use a connection from its same company.

Can I test with the DHL sandbox environment?

Yes. Each connection chooses between **Production** and **Test (MyDHL sandbox)**.

How often is tracking updated?

Every hour, with the scheduled task **Update Shipment Tracking**, which is active by default. You can also request it immediately with the **Update Tracking** button on the shipment.

How often is the cost reconciliation prepared?

The **Reconcile Shipping Costs** task runs every day and creates, if it does not yet exist, the previous month's reconciliation for each carrier.

How often is personal data anonymised?

Every day, with a task that is active on installation. If no other period is configured, retention is 730 days.

Can I change the task frequencies?

Yes, in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated.

Can several labels be printed at once?

Yes, with **Bulk Print Labels**, in addition to **Print Label** from each shipment.

Does it create returns?

Yes. **Create Return** creates a new shipment in **Draft** with origin and destination reversed, and the return label is produced when you press **Create Shipment**.

Does it integrate with the sales order or the delivery order?

No. Shipments are created and tracked in the **Shipping** app; the module does not add anything to the sales order or the delivery order.

Can I cancel a shipment that has already been booked?

No. The module has no button to cancel a shipment and does not void it in DHL.

Does it request a pickup from DHL?

No. The booking does not request a pickup: it is arranged separately with DHL.

Does it support shipments requiring customs?

Yes. With **Requires Customs Declaration**, the booking sends DHL one goods line and DHL returns the commercial invoice, which is attached to the shipment.

Does it handle dangerous goods?

It is a check in Odoo before quoting and booking, with its own categories that come ready on installation. The request to DHL does not include dangerous goods data.

Does it reconcile the DHL invoice automatically?

No. You enter the total of the month's invoice and the connector compares it with the costs in Odoo. It does not read the invoice line by line.

What happens to shipments I had before installing it?

It does not import them: the connector works with the shipments you create in Odoo after installing it.

Can you help us get it up and running?

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. Migrating your installation (your data and your customisations) to another version of Odoo is quoted separately.

Does it work on test databases?

Yes. The service on the test and pre-production copies of your database is included in the subscription; a free trial can't be started on them.

What languages do the menus appear in?

Menus, screens and messages appear in English in all languages.

How has it been tested?

With a local simulator of the MyDHL API 3.3.4 built from the DHL specification, without a MyDHL test account: DHL has not been called. The module ships with 134 automated tests on Odoo 20.

CONNECTOR GUIDE · DHL EXPRESS

24 Glossary

MyDHL API	The DHL Express API for connecting external systems. It is used to request rates, labels and tracking.
Connection	Each connection to DHL Express in Odoo. It stores the account number, the API key and the environment, and is set up in **Shipping › Carriers › Carrier Connections**.
FlexigoTech Cloud	The service that stores your MyDHL secret encrypted and sends rate, label and tracking requests to DHL Express. Without its trial or subscription, the connector does not talk to DHL.
MyDHL API secret	The private key that accompanies the API key. It is entered once in **MyDHL API secret for FlexigoTech Cloud** and Odoo does not store it.
API key	The key for your MyDHL access. It is entered in **API Key** and travels together with the secret.
Account number	Your DHL Express account number. It is entered in **Account Number**.
Environment	Where the connection works: **Production** or **Test (MyDHL sandbox)**. It is chosen in **MyDHL environment**.
Carrier	The record in **Shipping › Carriers › Carriers** used by a connection. It has its code, its countries and its service types.
Service type	A DHL Express product that you set up in **Shipping › Carriers › Service Types**. Its code is the product requested from DHL.
Shipment	The record in **Shipping › Shipments › All Shipments** with addresses, packages, cost and status. It carries its buttons in the header.
Quote	The price DHL Express gives for a shipment. It is requested with **Get Cost Quote** and leaves the shipment in **Cost Quoted**.
Label	The PDF attached to the shipment when it is booked with **Create Shipment**. It is downloaded again with **Print Label**.
Tracking number	The waybill DHL Express gives when the shipment is booked. It appears in **Tracking Number**.
Tracking event	Each checkpoint of a shipment. It is stored only once and is viewed in **Shipping › Shipments › Tracking Events**.
Shipping rule	A rule in **Routing Rules** that picks the carrier and service by country, weight and dangerous goods. It only acts on a shipment without a carrier.
Price rule	A rule in **Cost Adjustment Rules** that adjusts the cost you charge with weight bands, a fixed surcharge, margin or discount.
Customs declaration	The export data for the shipment: declared value, country of origin, HS code and description. It is activated with **Requires Customs Declaration**.
HS code	The tariff code of the goods. It is entered in **HS Code**.
Dangerous goods	A check in Odoo before quoting and booking. It is marked with **Contains Hazmat** and requires a category from **Hazmat Categories**.
Cost reconciliation	The monthly comparison between what you charged in Odoo (**Charged Cost (EUR)**) and the total of the DHL invoice. It is viewed in **Cost Reconciliation**.
Intrastat	The monthly CSV of shipments marked as Intrastat. It is generated from **Intrastat Export**.

25 Checklist and contact

- [ ] You have Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server, not on Odoo Online.
- [ ] Sales, Inventory, Website and Discuss are installed.
- [ ] The module and the FlexigoTech Cloud module are installed.
- [ ] You have activated the 14-day FlexigoTech Cloud trial or the subscription.
- [ ] You have to hand the DHL Express account number, the API key and the MyDHL secret.
- [ ] An administrator has created the connection in **Shipping › Carriers › Carrier Connections** with the environment that applies in **MyDHL environment**.
- [ ] You have ticked **I accept that this carrier works through FlexigoTech Cloud** and saved the secret.
- [ ] The connection shows the date in **Saved in FlexigoTech Cloud on**.
- [ ] The carrier in **Shipping › Carriers › Carriers** points to that connection and has its service types.
- [ ] You have checked the shipping rules, the price rules and the dangerous goods categories.
- [ ] With the connection set to **Test (MyDHL sandbox)**, a test shipment goes through **Get Cost Quote** and **Create Shipment** and leaves the label attached.

Every purchase includes 2 months of support: we help you install it, set it up and get it working, by email and video call. If you would like us to set it up with you, get in touch.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The connector page, with the guide and the prices.
flexigotech.com/en/advanced-shipping-carrier-integration.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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