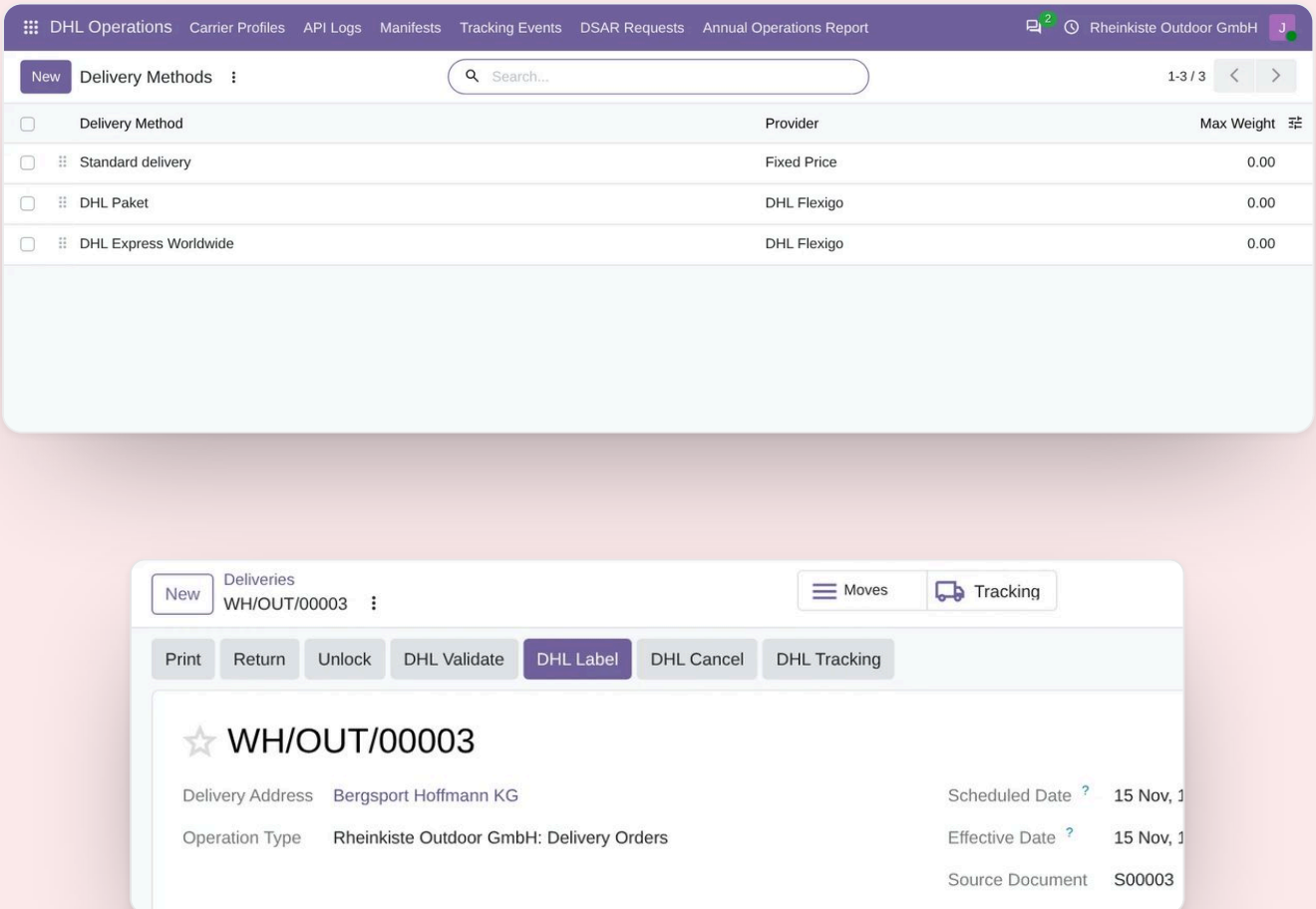
CONNECTOR GUIDE · SHIPPING AND CARRIERS

DHL connector for Odoo

Ship with DHL Parcel DE and DHL Express from Odoo: the label from the delivery order, hourly tracking and the Parcel DE end-of-day closeout.

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



Real Odoo 20 screenshot. The list of DHL delivery methods and, beside it, the delivery order of a shipment with its buttons and its DHL status.

Contents

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This guide describes version 20.0.1.3.14 of the module (Odoo branch 20.0, commit 5b646d71a). Everything in it comes from its published code, the platform's official documentation or real screenshots.

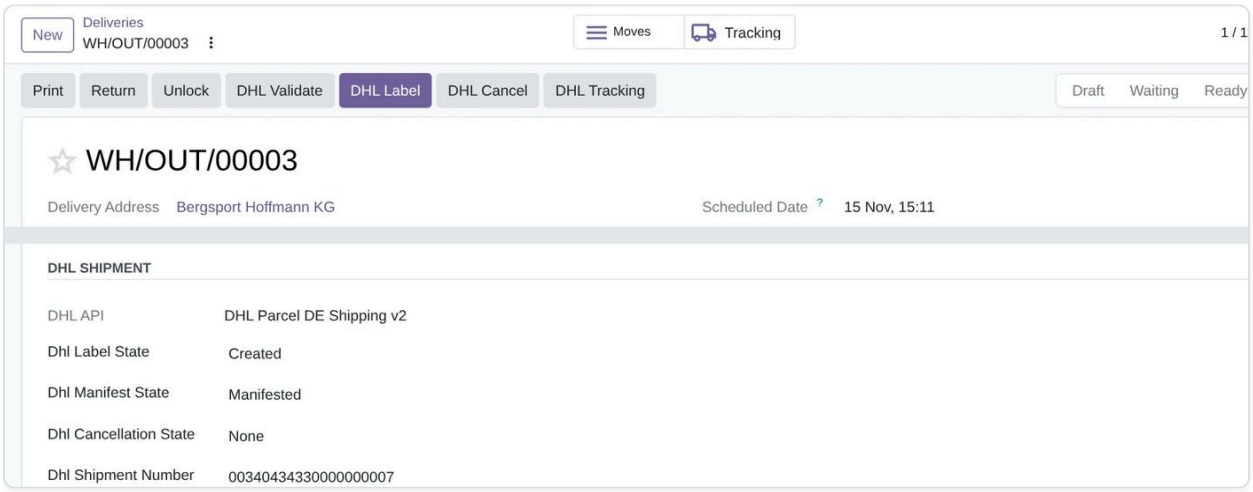
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to DHL. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

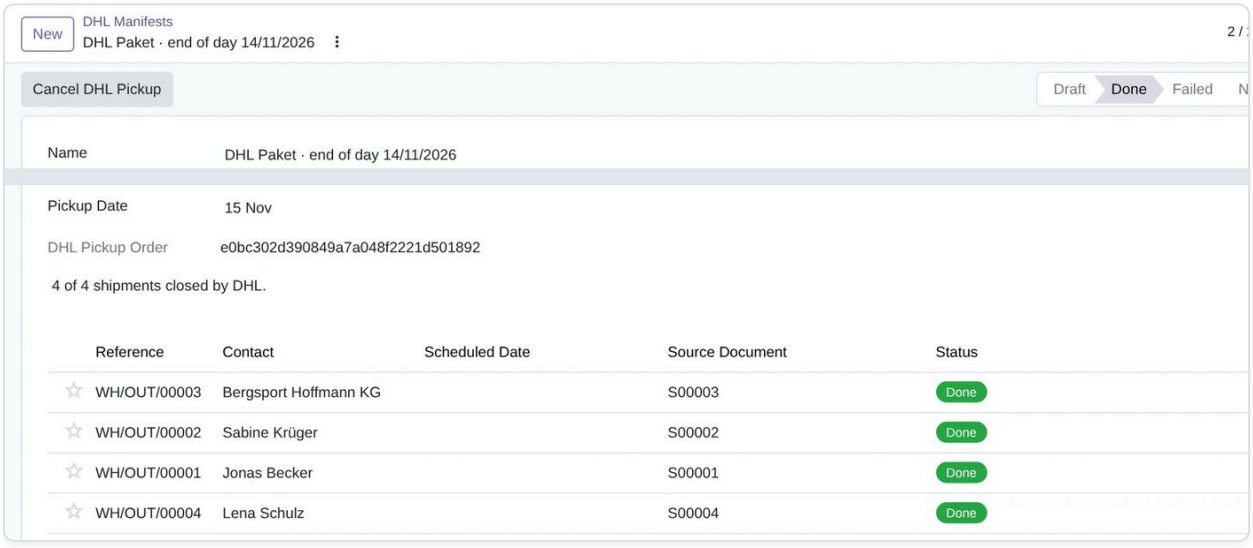
> The connector requires a FlexigoTech Cloud subscription, with a 14-day free trial and no card needed. Without the trial or a subscription, it does not talk to DHL.

It is for anyone who prepares their deliveries in Inventory, under the Deliveries menu, and has a contract with DHL. With Parcel DE you need a DHL business customer account with its billing number. With DHL Express you need the MyDHL API username and password and the 9-digit account number.

Without the connector, someone logs into the DHL portal for each shipment, copies the address from the delivery order, downloads the label, closes the day somewhere else and enters the tracking number and the parcel's progress into Odoo by hand. With the connector, the delivery order requests the label from DHL, stores it in Odoo, and the tracking task brings in the shipment's events.



- **Real Odoo 20 screenshot.** A delivery order with its **DHL Shipment** group and the **DHL Label** and **DHL Tracking** buttons.



- **Real Odoo 20 screenshot.** A closed DHL Paket manifest, with the delivery orders it includes.

What changes day to day

- You request the label from the delivery order, or Odoo requests it when you validate the delivery, and it is saved in Odoo without you having to enter the DHL portal.
- With Parcel DE, **DHL Cancel** cancels the shipment at DHL and leaves the label at **Cancelled**.

- The **DHL Manifest Closeout** task closes, each day, the manifest of the Parcel DE delivery methods that have shipments waiting.
- The **DHL Tracking Sync** task brings in the tracking of shipments every hour, and the events remain in **DHL Operations › Tracking Events**.
- Each shipment has a public page with its status, which the **Tracking** button on the delivery order opens.

What it does not do

- It does not handle returns: it does not create DHL return labels.
- It sends one parcel per delivery order, with the weight of the delivery order. With zero or empty weight, it does not create the label.
- It does not send tracking emails to the customer: the **DHL Tracking Update** template is installed, but no button or task uses it.
- Parcel DE only ships from Germany and does not ship to the USA: for the USA, use DHL Express.
- Parcel DE has no rates through the API: the order charges the **Price per shipment** from your contract.
- DHL Express can only be cancelled in Odoo: there is no call to cancel it at DHL, which may charge for a booked shipment that is never delivered. It also has no daily closing manifest.
- DHL Express has no public test environment: it was built from DHL's API file and was not tested live.
- The first Parcel DE label needs your own DHL account: DHL's public sandbox does not create labels.
- DHL eCommerce Americas is not connected.
- The module's own screens appear in English in every language.

CONNECTOR GUIDE · DHL

2 The connector in figures

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

3
scheduled tasks, active on installation

7
own menus

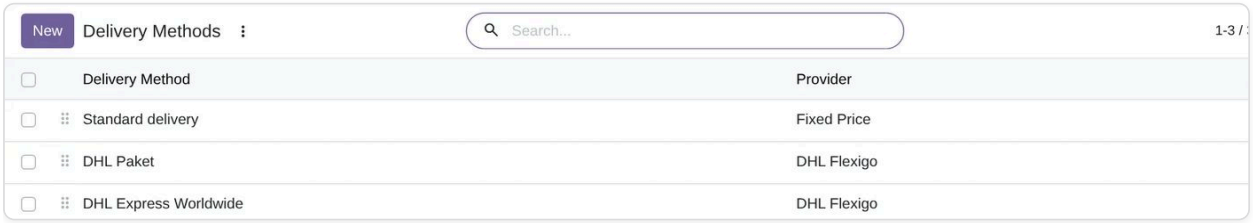
3 and 10
accounts per connector, with Standard and with Pro

14
days of trial

5,020
lines of code and 122 automated tests in version 20.0

The connector depends on the Odoo contacts and mail, delivery, inventory, sales and portal modules. All are Odoo Community: it works on Community and on Enterprise. It was tested with a local DHL simulator written from the files DHL publishes, with token, version and tracking responses recorded from DHL's real sandbox. DHL Express has no public sandbox and has not been tested live.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The Odoo shipping methods, including DHL Paket and DHL Express Worldwide.

DHL Operations › Carrier Profiles	The Odoo delivery methods, with the DHL ones. Each DHL delivery method is a connection to DHL.
DHL Operations › API Logs	The **DHL API Logs** list, with the calls Odoo makes to DHL.
DHL Operations › Manifests	The **DHL Manifests** list, with the daily closings.
DHL Operations › Tracking Events	The **DHL Tracking Events** list, with the tracking events.
DHL Operations › DSAR Requests	The **DHL DSAR Requests** list, with the requests for access to personal data.
DHL Operations › Annual Operations Report	The **DHL Annual Operations Report**, which is generated with the **Generate** button.

Outside its own app, the connector works on the outgoing delivery order in Inventory, under the Deliveries menu. There it adds the **DHL Validate**, **DHL Label**, **DHL Cancel** and **DHL Tracking** buttons, and a **DHL Shipment** group with the label status, the manifest status and the tracking number. It also extends the Odoo delivery method, which you see under **Delivery Methods**. Each delivery order with DHL also has a public page with the shipment status, which the **Tracking** button on the (Odoo) delivery order opens.

4 What you need before you start

- A DHL account. For DHL Parcel DE (Germany): a business customer account with its customer portal user (GKP), the 14-digit billing number, whose digits 11 and 12 must include the product you are going to use, and an app on developer.dhl.com with its API key and API secret.
- For Parcel DE tracking, an app subscribed to "Shipment Tracking - Unified". If you do not have another, the connector uses the same API key.
- For DHL Express: the MyDHL API username and password that DHL Express gives you and the 9-digit account number.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow installing third-party modules.
- An Odoo administrator user: only they can accept the consent and enter the DHL credentials.
- A FlexigoTech Cloud subscription or its 14-day trial with no card needed. Without them, the connector does not talk to DHL.

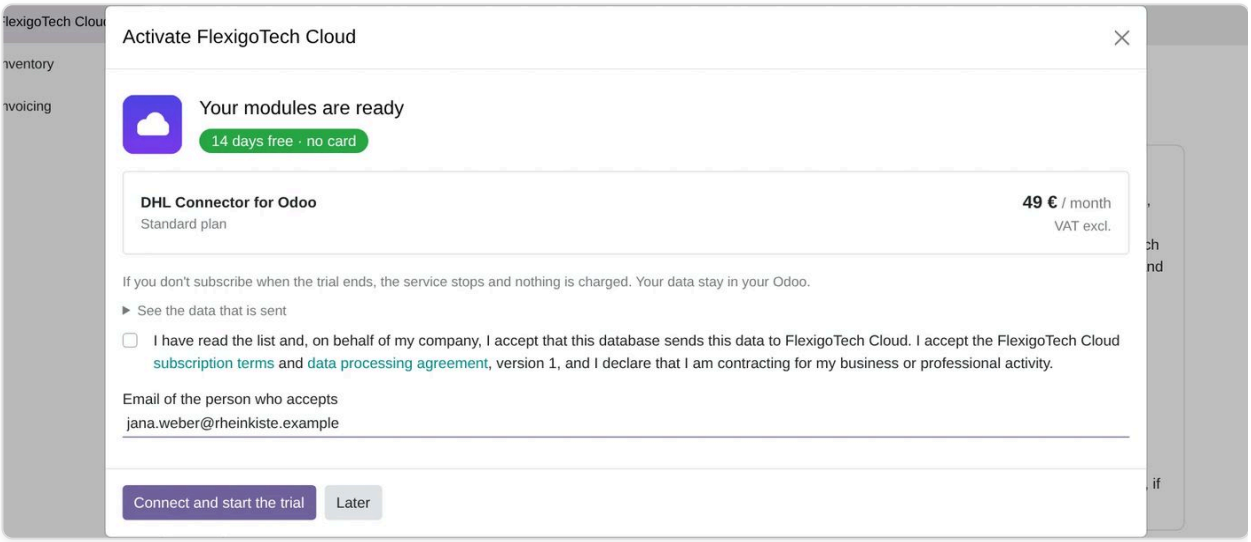
> The connector does not register you with DHL or create your credentials: you handle the account, the billing number, the apps and the permissions with DHL yourself. It also does not handle returns: it does not create DHL return labels. Each delivery order carries a single parcel.

It is installed 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: Inventory and Sales.

5 The FlexigoTech Cloud trial

1 Click Activate in the bar at the top

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



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

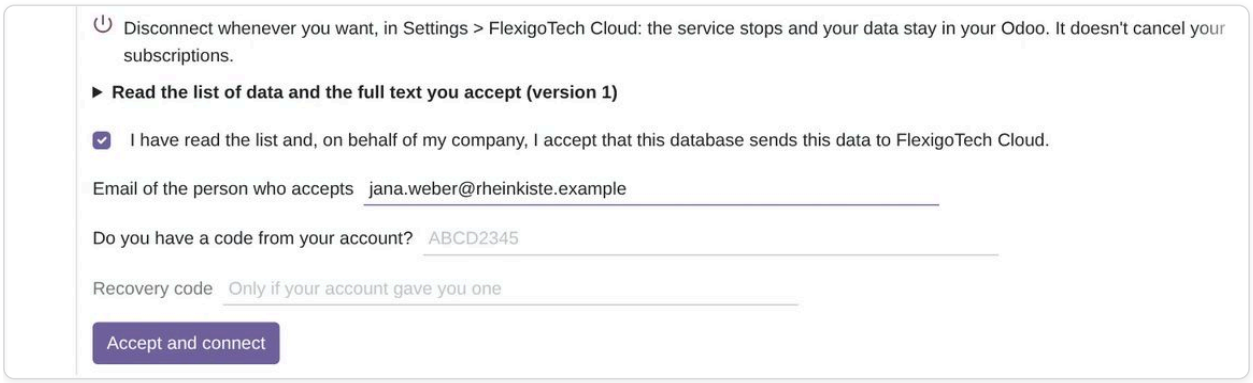
2 Accept and enter your email

Tick «I have read the list and, on behalf of my company…» (it includes 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 starts the module's trial. If you leave it for later, **Later** closes the window.

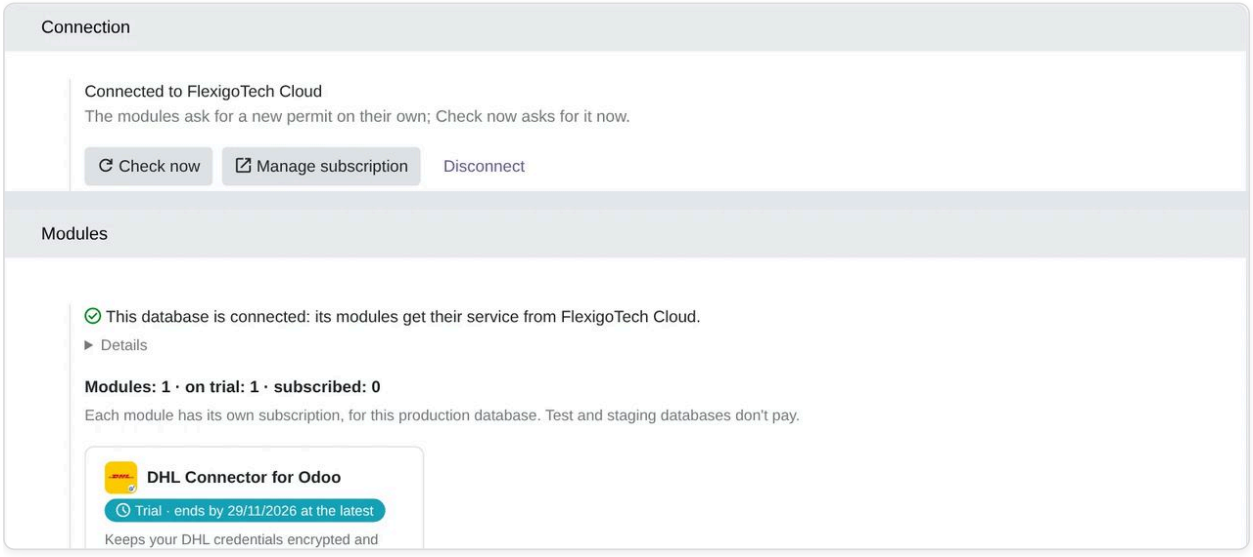
The same thing, from Settings

In **Settings › FlexigoTech Cloud** is 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 field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



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

With the database 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.

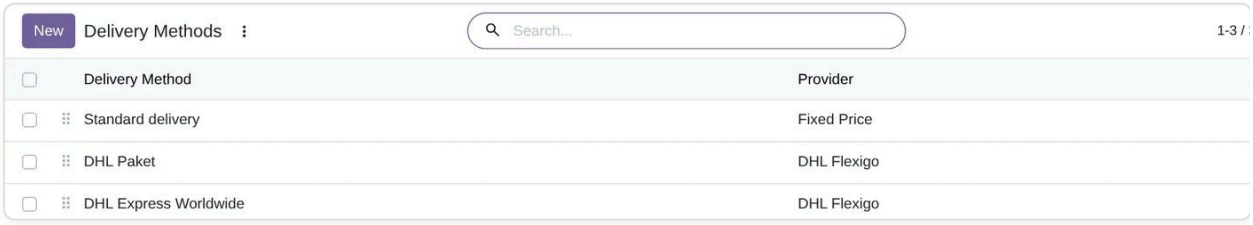
Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it by itself every 6 hours).

> In a neutralised copy (staging) or in a database with demo data, you cannot start a trial: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here.»

6 Connecting your delivery method step by step

1 Open the delivery methods

Go to **DHL Operations › Carrier Profiles** and click **New**.



- **Real Odoo 20 screenshot.** List of delivery methods with DHL Paket and DHL Express Worldwide, both with **DHL Flexigo**.

2 Choose the provider

In **Provider**, choose **DHL Flexigo**. The form then shows the DHL groups. **DHL connection** reads **FlexigoTech Cloud** and can't be changed.

3 Choose the API and the environment

In **DHL API** choose **DHL Parcel DE Shipping v2** or **DHL Express MyDHL API**. **Dhl Environment** comes set to **Sandbox**: leave it that way until you test.

4 Fill in your account details

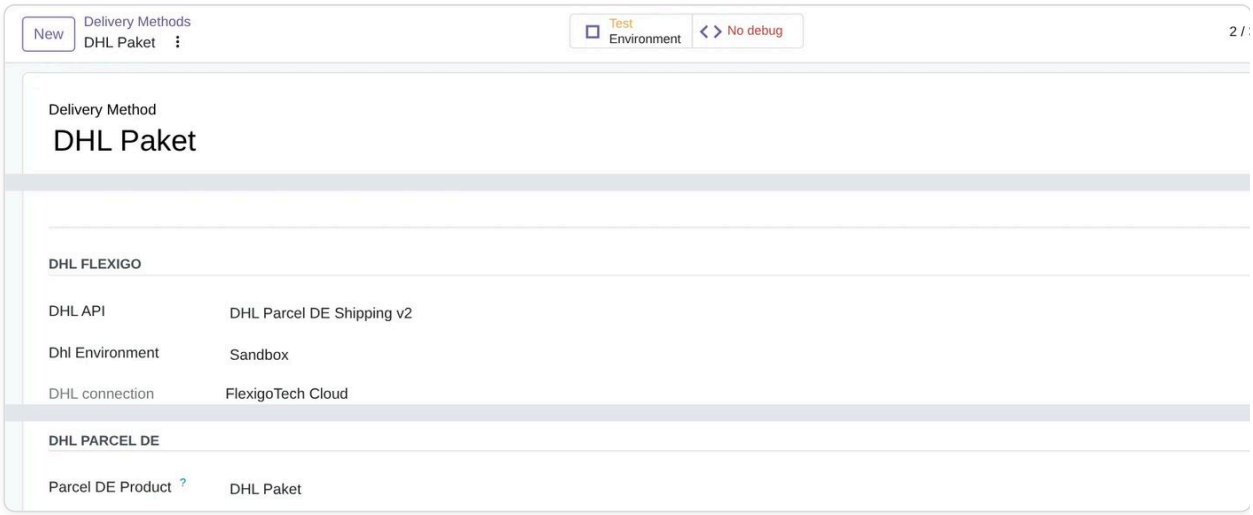
For Parcel DE, use the **DHL Parcel DE** group: **Parcel DE Product**, **Parcel DE Billing Number**, **Parcel DE GKP/OAuth Username** and **Price per shipment**. For Express, use the **DHL Express MyDHL** group: **Express API Key**, **Express Account Number** and **Express Product Code**.

5 Accept the consent

In the **DHL in FlexigoTech Cloud** group, tick **I accept that DHL works through FlexigoTech Cloud**. Until you tick it, the credential fields are locked.

6 Enter the credentials and save

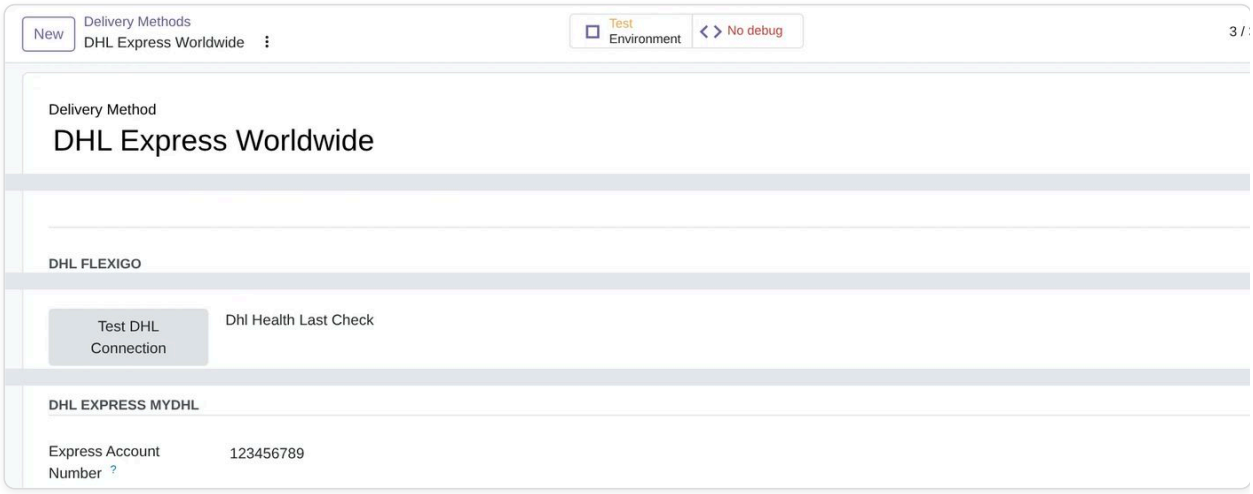
For Parcel DE: **API Key**, **API Secret** and **GKP/OAuth Password**; add **Tracking API Key** if your tracking app is a different one. In **Sandbox**, without a username or password, the connector uses DHL's test user: with it you can test the connection, but DHL's public sandbox does not create Parcel DE labels, so the first one needs your own account. For Express: **API Secret**, which goes together with **Express API Key**. On saving, they are sent encrypted to FlexigoTech Cloud and Odoo does not keep them. **Saved in FlexigoTech Cloud** tells you when they were saved.



- **Real Odoo 20 screenshot.** DHL Paket delivery method connected through **FlexigoTech Cloud**.

7 Test the connection

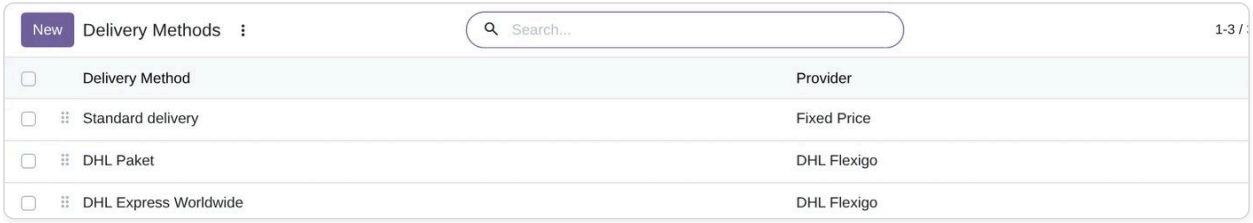
Click **Test DHL Connection**. It makes a real call to DHL and records the response in **Dhl Health Status**, **Dhl Health Last Check** and **Dhl Api Version**.



- **Real Odoo 20 screenshot.** Express delivery method with **Test DHL Connection**.

> Only an administrator can accept the consent and enter the credentials. If a detail is missing, a warning appears and nothing is sent. If you change the environment, the API or the user, you must save the credentials again. **Delete from FlexigoTech Cloud** removes them from the cloud.

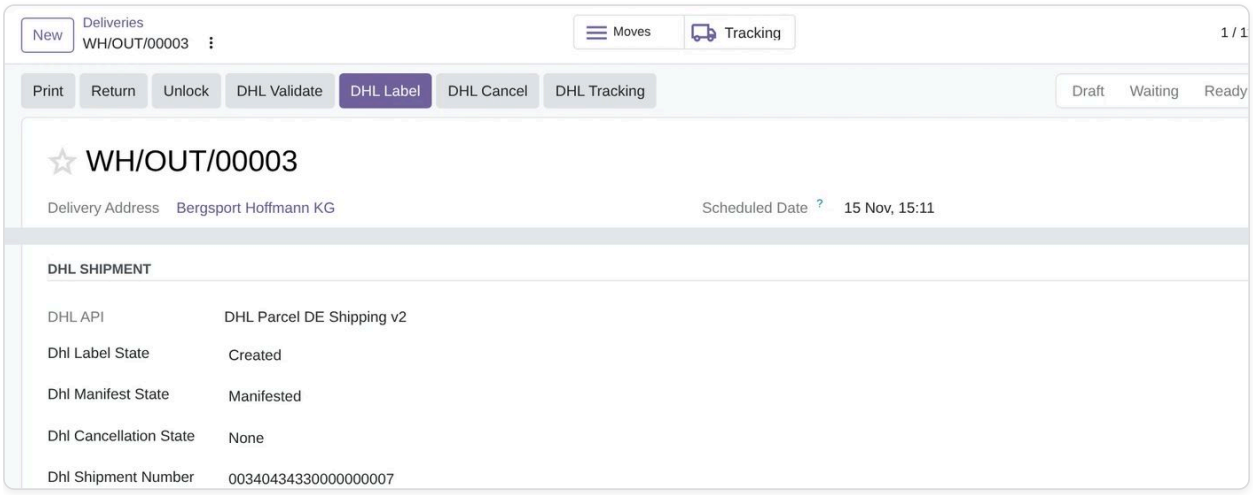
After connecting, the data arrives by itself. The scheduled task **DHL Tracking Sync** checks tracking every hour. **DHL Manifest Closeout** closes the manifest each day for the Parcel DE delivery methods with **Dhl Manifest Enabled** ticked. **DHL API Log Retention** deletes each day the API records older than the **Dhl Log Retention Days** setting, 365 by default. To check what the cloud stores for each API without seeing the credentials, click **Check**.



- **Real Odoo 20 screenshot.** The shipping methods list, with DHL Paket and DHL Express Worldwide.

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7 DHL labels from the delivery order



- **Real Odoo 20 screenshot.** Delivery order WH/OUT/00003 with the **DHL Shipment** group and the label at **Created**.

The delivery order must have a DHL delivery method. The label is created when you click **DHL Label** or, if it does not have one yet, when you validate the delivery: with the **Integration Level** set to **Get Rate and Create Shipment** on the delivery method, the one that comes with Odoo, Odoo requests the shipment from DHL on validation. No scheduled task creates labels. Each delivery order carries a single parcel, with the shipping weight of the delivery order or, if there is none, the weight of its products.

Delivery order buttons

DHL Validate	Asks DHL to check the shipment without creating the label. It is hidden if the delivery order has no delivery method.
DHL Label	Creates the shipment at DHL and saves the label on the delivery order. It is hidden if the delivery order has no delivery method.
DHL Cancel	Cancels the shipment. It only appears with the label at **Created**.
No shipment at DHL	Appears when DHL did not answer a label request in time. Click it after checking in the DHL portal that the shipment does not exist.
DHL Tracking	Checks the tracking. It only appears if the delivery has **Dhl Tracking**.

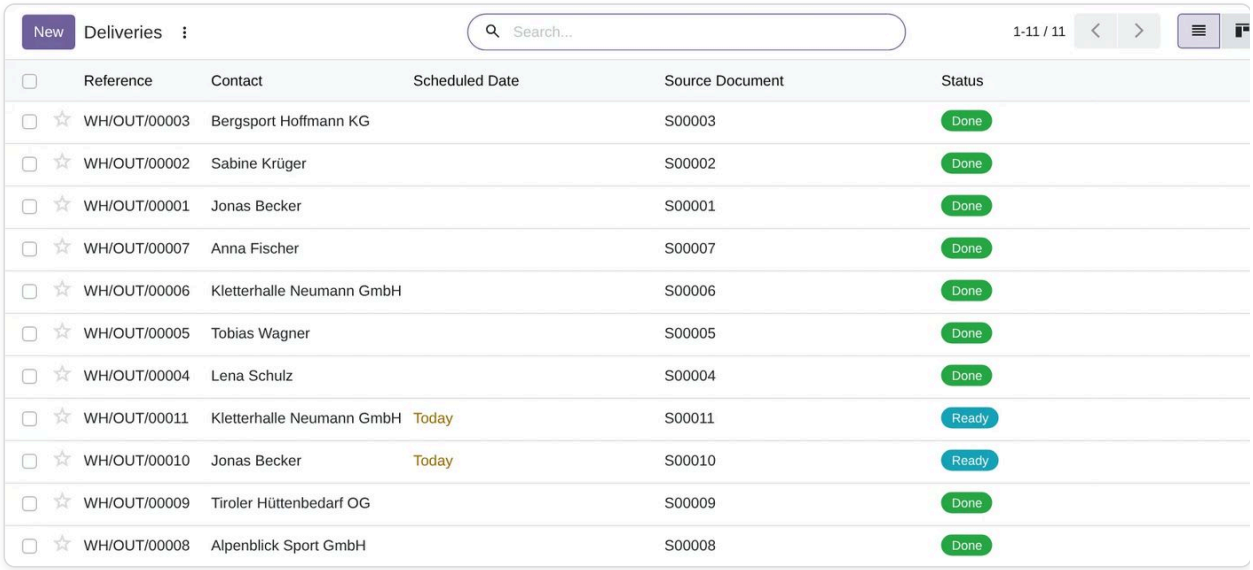
Statuses

Dhl Label State starts at **No Label**, moves to **Validated Only** with **DHL Validate**, to **Created** with the label, and to **Cancelled** when you cancel it. **Dhl Manifest State** is **Not Manifested**, **Ready** (with a label and no manifest) or

Manifested. **Dhl Cancellation State** goes from **None** to **Cancelled** when you cancel.

1 Open the delivery

Under **Inventory**, open **Deliveries** and enter a delivery with a DHL shipping method.



Reference	Contact	Scheduled Date	Source Document	Status
WH/OUT/00003	Bergsport Hoffmann KG		S00003	Done
WH/OUT/00002	Sabine Krüger		S00002	Done
WH/OUT/00001	Jonas Becker		S00001	Done
WH/OUT/00007	Anna Fischer		S00007	Done
WH/OUT/00006	Kletterhalle Neumann GmbH		S00006	Done
WH/OUT/00005	Tobias Wagner		S00005	Done
WH/OUT/00004	Lena Schulz		S00004	Done
WH/OUT/00011	Kletterhalle Neumann GmbH	Today	S00011	Ready
WH/OUT/00010	Jonas Becker	Today	S00010	Ready
WH/OUT/00009	Tiroler Hüttenbedarf OG		S00009	Done
WH/OUT/00008	Alpenblick Sport GmbH		S00008	Done

- **Real Odoo 20 screenshot.** Delivery list with the WH/OUT transfers in **Ready** and **Done**.

2 Press DHL Label

The **DHL Shipment** group is filled in with **Dhl Shipment Number** and **Dhl Tracking**, and the label is set to **Created**.

3 Cancel if necessary

Press **DHL Cancel**. In Parcel DE the label is set to **Cancelled**.

> You cannot create a label for a delivery without weight, nor cancel a shipment that has already been manifested. DHL Express has no cancellation call: it is only cancelled in Odoo, the reserved pickup is cancelled and a note is left on the delivery. Parcel DE does not ship to the USA. There are no return labels either.

What each state means

No Label	The delivery has no shipment at DHL. This is the starting state.
Validated Only	DHL has checked the data with **DHL Validate** and no label has been created.
Created	The shipment exists at DHL and the label is saved on the delivery.
Cancelled	The shipment has been cancelled.

Dhl Manifest State shows whether the shipment is waiting in a manifest (**Ready**), is already closed in one (**Manifested**) or has not been added (**Not Manifested**). **Dhl Cancellation State** goes from **None** to **Cancelled** when you cancel.

When it won't let you, and why

- No positive weight: "DHL label creation requires a positive numeric package weight."

- With the label already created: "This delivery already has the DHL shipment %s: cancel it before creating another one." Cancel it before creating another.
- With the shipment already in a manifest: "Manifested DHL shipments cannot be edited or re-labelled." It cannot be cancelled either: "DHL shipment is already manifested and cannot be cancelled. Regenerate a corrected label only after DHL allows it."
- If DHL did not answer in time, a warning appears and no other label is created. Check the shipment in the DHL customer portal; if it does not exist, press **No shipment at DHL** and create the label again.
- In Parcel DE you must fill in **Parcel DE Billing Number** in the shipping method. The **100×70 mm** label only works for **DHL Kleinpaket** and **Warenpost International**.
- In DHL Express, the label format must be A4, PDF or ZPL.
- If the contact's street, city, country or phone is missing, the error appears in Odoo and nothing is sent to DHL.

Customs

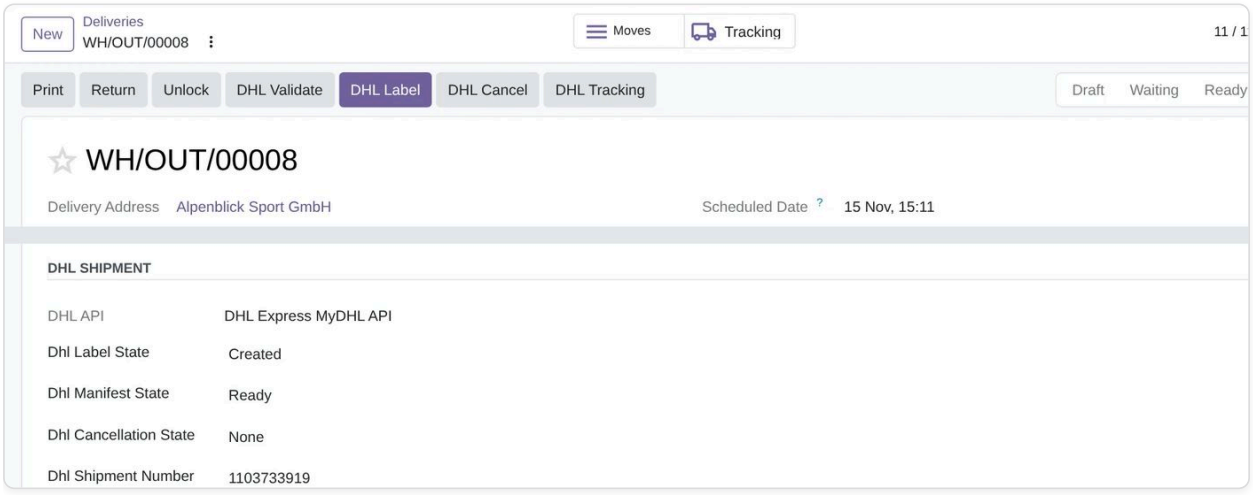
If the shipment leaves the EU customs union, the module sends the customs data for each product: description, quantity, price, weight, HS code and country of origin if you have them. Quantities must be whole numbers and the delivery must have at least one product. DHL Express also requires the country of origin for each product, and DHL issues the commercial invoice.

Record fields and tabs

On the delivery, the **DHL Shipment** group brings together **DHL API**, **Dhl Label State**, **Dhl Manifest State**, **Dhl Cancellation State**, **Dhl Shipment Number**, **Dhl Package**, **Dhl Tracking**, **Dhl Routing Code**, **Dhl Shipment Reference**, **Dhl Label Url**, **Dhl Label Attachment**, **Dhl Export Document Attachment**, **Dhl Last Sync** and **Delivered (DHL)**. In DHL Express, **DHL Express Pickup** also appears.

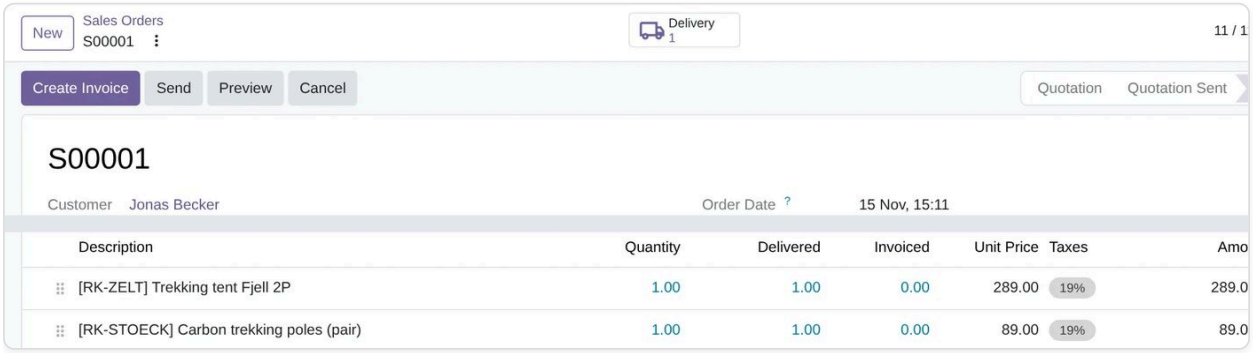
End-to-end example

Delivery WH/OUT/00003, for Bergsport Hoffmann KG, uses the DHL Paket method with **DHL Parcel DE Shipping v2**. After **DHL Label**, **Dhl Label State** says **Created**, **Dhl Manifest State** says **Manifested** and **Dhl Cancellation State** says **None**. With the shipment already manifested, **DHL Cancel** does not cancel it. Delivery WH/OUT/00008, for Alpenblick Sport GmbH, uses **DHL Express MyDHL API**: its label is at **Created** and its manifest at **Ready**.



- **Real Odoo 20 screenshot.** Delivery WH/OUT/00008 for Alpenblick Sport GmbH with **DHL Express MyDHL API** and the label at **Created**.

8 The shipping price on the order

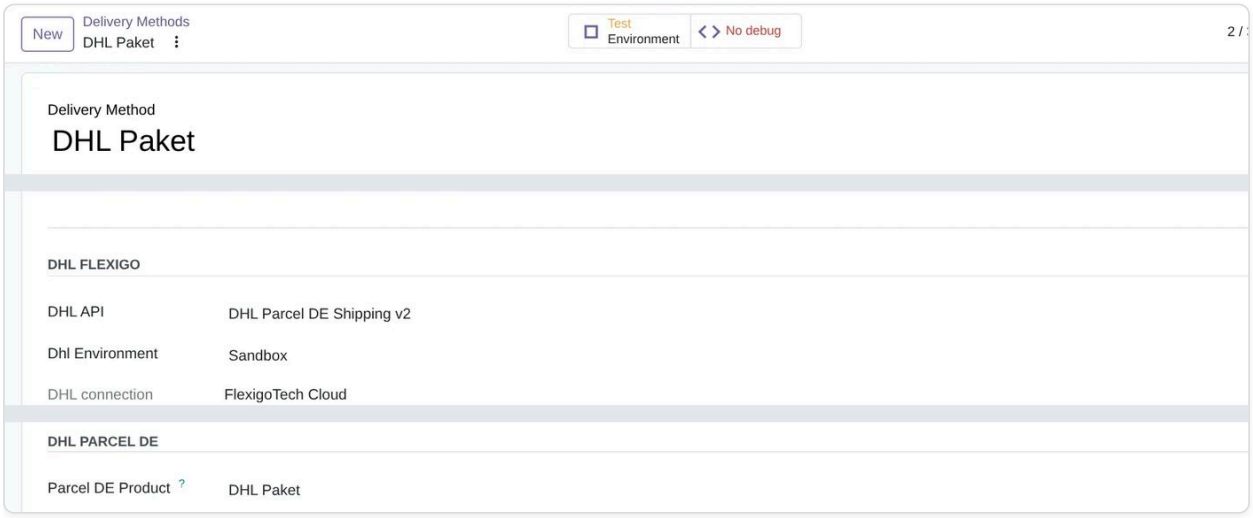


- **Real Odoo 20 screenshot.** Sales order S00001 for Jonas Becker.

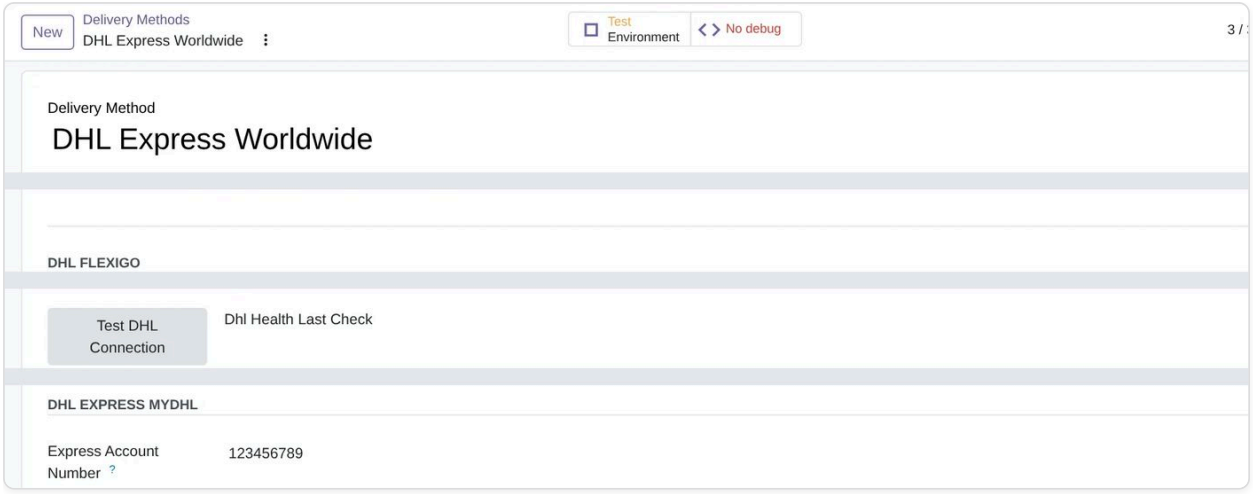
Where the price comes from

DHL Express	DHL gives the price for your account for that route, that weight and the product in **Express Product Code**. Odoo converts it to the company currency.
DHL Parcel DE	DHL Parcel DE has no rates API. The order charges the **Price per shipment** of the shipping method, which is the price in your contract with DHL.
When creating the DHL Express label	The price DHL estimates at that moment updates the shipping price.

Where it is configured



- **Real Odoo 20 screenshot.** DHL Paket shipping method, with its **DHL Flexigo** and **DHL Parcel DE** groups.



- **Real Odoo 20 screenshot.** DHL Express Worldwide shipping method, with its **DHL Flexigo** and **DHL Express MyDHL** groups.

Price per shipment	DHL Parcel DE only. This is the price Odoo charges for this shipping method, in the company currency.
Express Product Code	DHL Express only. Defaults to **P**. Odoo asks for the price and ships with this product; DHL says which ones your account has for each route.
Express Account Number	Your DHL Express account, 9 digits.

How it is calculated with DHL Express

1. **Choose the shipping method on the order**
   Odoo asks DHL for the price for that route, that weight and the product in **Express Product Code**.
2. **Check the price**
   Odoo converts it to the company currency and sets it as the shipping price.
3. **Create the label**
   The price DHL estimates when creating it goes to the delivery as the shipping cost and, if the shipping method bills the actual cost, to the order.

> The DHL Express price needs the weight of the products, the route and a product that DHL offers on that route. If the weight is missing, if DHL does not offer the product in **Express Product Code** for that route, or if your DHL account currency is not active in Odoo, there is no price and an error appears. DHL Parcel DE calculates nothing: if **Price per shipment** does not reflect your contract, the order will charge the wrong price.

What price each shipping method shows

The DHL Express price depends on your DHL Express account, not on a general rate table. Odoo asks DHL for the price for the route, the order weight and the product in **Express Product Code**, which defaults to **P**, and converts it to the company currency. In DHL Parcel DE there is no query: the order charges the **Price per shipment** of the shipping method, the price in your contract.

When there is no price, and why

MESSAGE	WHEN IT APPEARS
"DHL Express prices need the weight of the products."	The estimated weight of the order is empty or zero.
"DHL Express does not offer product %(code)s for this route. It offers: %(offered)s."	DHL does not offer the product in **Express Product Code** on that route. The message says which ones it offers.
"DHL Express bills this account in %s: activate that currency in Odoo to convert its prices."	The currency DHL bills your account in is not active in Odoo, so it cannot be converted.
"DHL Express needs the %(fields)s of %(partner)s."	The street, city, country or phone of the warehouse, the company or the customer is missing.
"Set the DHL Express account number in the shipping method %s."	**Express Account Number** is missing from the shipping method.

What happens when creating the label

In DHL Express, when you create the label with **DHL Label**, the price DHL estimates is saved as the shipping price, in the company currency. In DHL Parcel DE the price is still the **Price per shipment**.

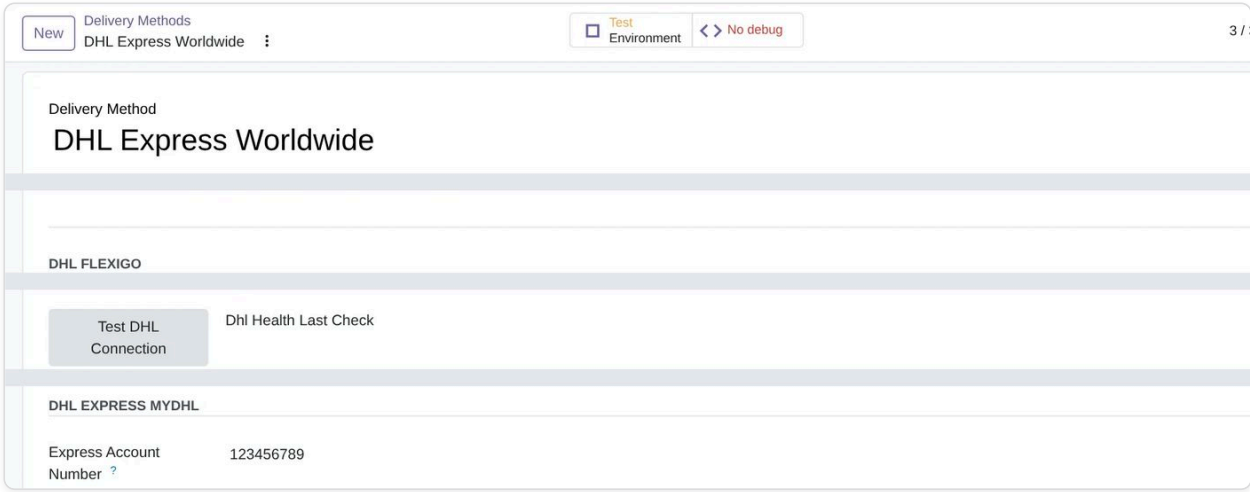
Label rules that affect the shipment

- Each delivery carries a single package, with the delivery's shipping weight or, if it has none, the weight of the products. With zero or empty weight you get "DHL label creation requires a positive numeric package weight."
- If the delivery already has a shipment created at DHL, you get "This delivery already has the DHL shipment %s: cancel it before creating another one."
- If DHL does not answer in time, the shipment may still exist. Check the DHL customer portal or MyDHL+ and, if it is not there, press **No shipment at DHL** to create the label again.

Example with DHL Express

1 **Starting data**

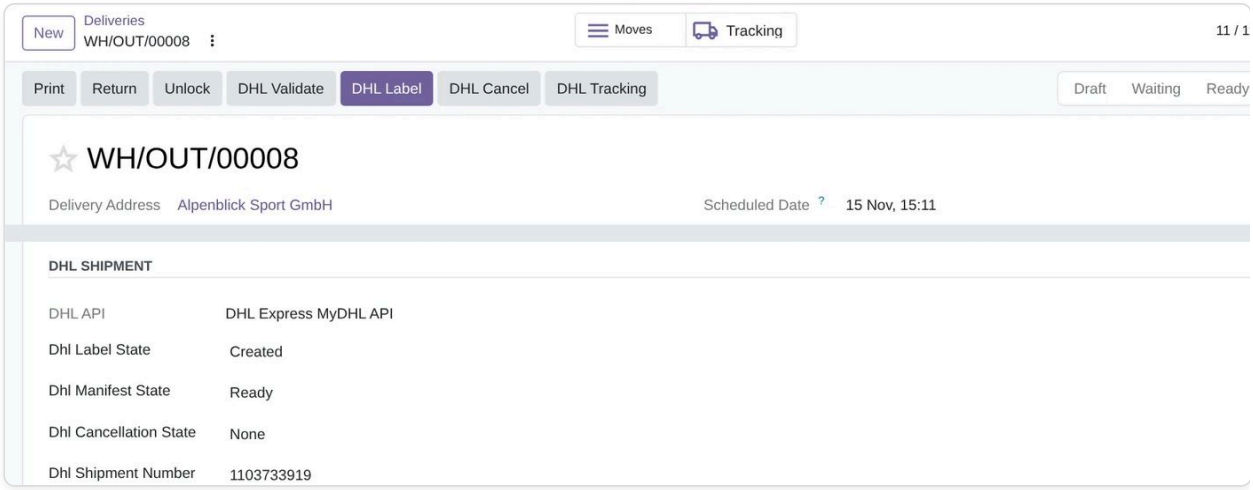
The shipping method is DHL Express Worldwide, in the **Sandbox** environment, with **Express Product Code** set to **P**.



- **Real Odoo 20 screenshot.** DHL Express Worldwide shipping method, with its **Express Account Number**.

2 Delivery to the customer

Delivery WH/OUT/00008 is for Alpenblick Sport GmbH and its label is at **Created**.



- **Real Odoo 20 screenshot.** Delivery WH/OUT/00008 with **Dhl Label State** at **Created**.

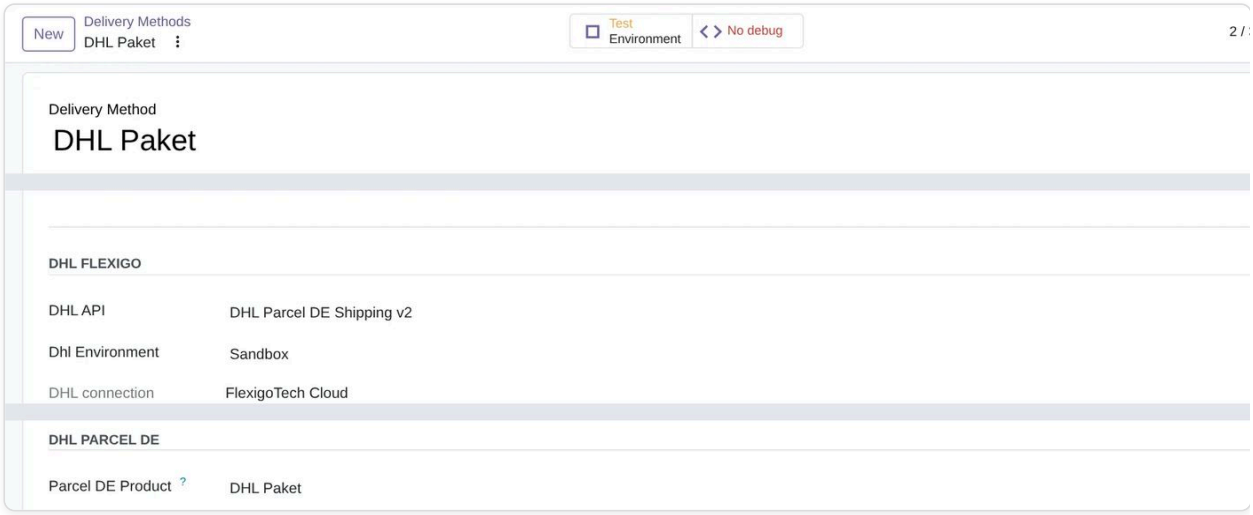
3 Result

The price DHL estimated when creating the label, now converted to the company currency, goes to the delivery as the shipping cost and, if the shipping method bills the actual cost, to the order.

Example with DHL Parcel DE

1 Starting data

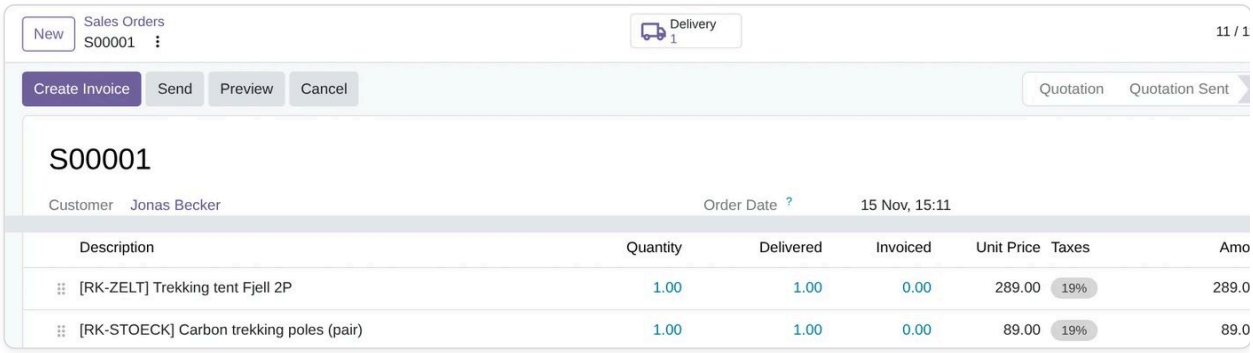
The shipping method is DHL Paket, with **Parcel DE Product** set to **DHL Paket** and a **Price per shipment** that you enter.



- **Real Odoo 20 screenshot.** DHL Paket shipping method, with **Parcel DE Product** in DHL Paket.

2 Order

Order S00001 for Jonas Becker uses DHL Paket.



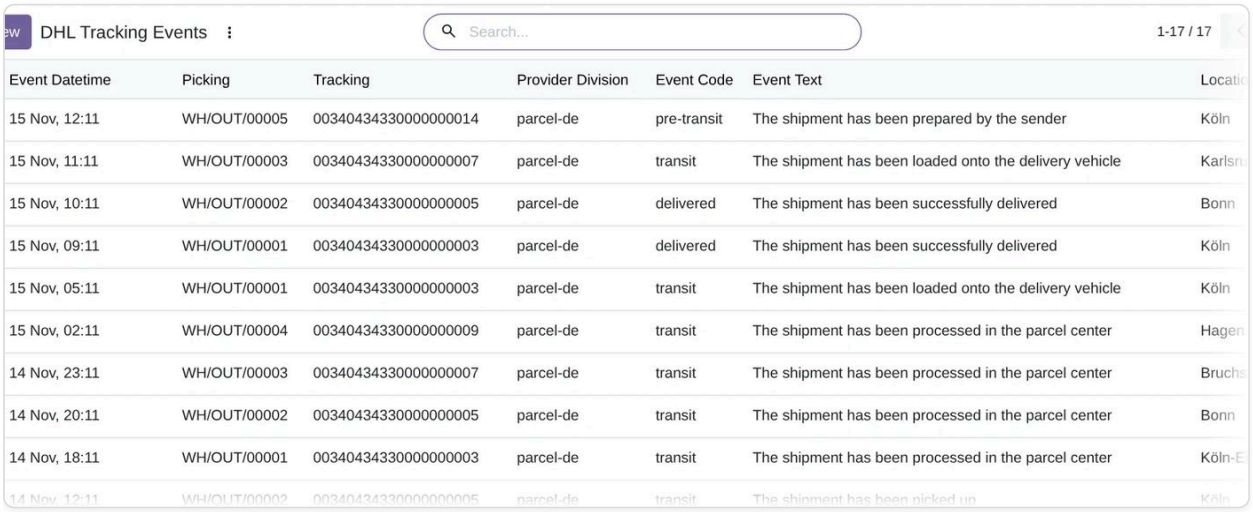
- **Real Odoo 20 screenshot.** Sales order S00001 for Jonas Becker, with its two products.

3 Result

The order charges the **Price per shipment** exactly as it is in the shipping method.

CONNECTOR GUIDE · DHL

9 Tracking DHL shipments



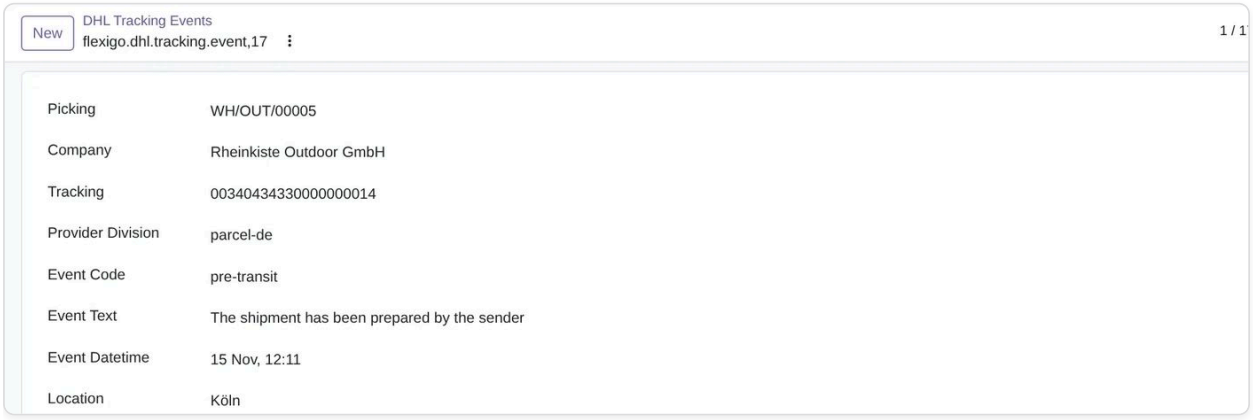
- **Real Odoo 20 screenshot.** Lists **DHL Tracking Events** with one event per line: delivery, tracking number, code, text and location.

Where the events come from

- With the **DHL Tracking** button on the delivery, when you want to check a specific shipment.
- With the scheduled task **DHL Tracking Sync**, which runs every hour and is active.

On each run, the task checks the tracking of up to 10 shipments, with 5 seconds between calls, starting with those that have gone longest without being checked. Shipments already delivered drop off the list. If DHL answers "too many requests", the task stops and waits for the time DHL indicates.

What each event stores



- **Real Odoo 20 screenshot.** Event detail with **Event Code**, **Event Text**, **Event Datetime** and **Location**.

Picking	The delivery order that the event belongs to.
Tracking	The shipment's tracking number.
Provider Division	The DHL division that reports the event.
Event Code and **Event Text**	The event code and text, as DHL provides them.
Event Datetime and **Location**	When and where it happened.
Last Successful Sync	When the event was saved in Odoo.

Each event is saved only once. When DHL marks it as delivered, the delivery order is ticked as **Delivered (DHL)**. The customer sees the events on their shipment status page.

Delivery order buttons

DHL Tracking	Asks DHL for the events of that shipment. It is hidden when the delivery order has no **Dhl Tracking**.

Steps

1. **Open the delivery**
   In **Inventory**, open **Deliveries** and go into the delivery order for the shipment.
2. **Press DHL Tracking**
   Odoo asks DHL for the events and saves them.
3. **Review the events**
   Look at them in **DHL Operations › Tracking Events**.

> The module does not send tracking emails to the customer. It installs the **DHL Tracking Update** template, but no button or scheduled task uses it. Without **Dhl Tracking** on the delivery order, **DHL Tracking** does not appear, and the module warns that the delivery has no shipment number to track.

When tracking is requested and when it is not

The **DHL Tracking Sync** task spreads out the calls: it checks up to 10 shipments per run, with 5 seconds between one query and the next. Those that have gone longest without being queried go first. Once a shipment is delivered, it is no longer queried. If DHL replies "too many requests", the task stops and waits for the time DHL asks for.

When tracking cannot be requested

- If the delivery order has no **Dhl Tracking**, the **DHL Tracking** button is not shown.
- If the delivery order has no shipment number, or its shipping method is not a DHL one, the error "This delivery has no DHL shipment number to track." appears.

What each event stores

Picking	The delivery order. Required.
Company	The company of the delivery order. Defaults to the session's company.
Tracking	The tracking number. Required.
Provider Division	The DHL division that gives the event.
Event Code and **Event Text**	The event code and text, as sent by DHL.
Event Datetime and **Location**	When and where the event happened.
Raw Event Hash	Internal fingerprint of the original event. Required, and it prevents the same event from being saved twice.
Last Successful Sync	The moment the event was saved in Odoo.

The delivery notice

Delivered (DHL) is a read-only checkbox on the delivery order. It is not ticked by hand: it is ticked when DHL marks the shipment as delivered, which happens in the hourly task.

What the customer sees

Each delivery has its own status page for the customer, linked from a dedicated link on the delivery order, created the first time it is used. The page shows the tracking number, the label state as Odoo stores it (in English, for example "created") and its tracking events. The email template containing that link, **DHL Tracking Update**, is not sent by any button or task in the module.

Label and delivery order states

Tracking only makes sense with a created label. In the **DHL Shipment** group of the delivery order, **Dhl Label State** shows one of these values:

VALUE	MEANING
No Label	There is no label yet.
Validated Only	The shipment has only been validated with DHL, with no label created.

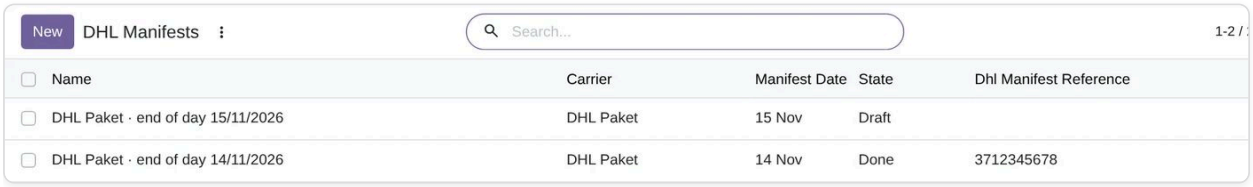
VALUE	MEANING
Created	The label has been created.
Cancelled	The shipment has been cancelled.

End-to-end example

On delivery order WH/OUT/00003, for Bergsport Hoffmann KG, the shipping method is DHL Paket, with **DHL Parcel DE Shipping v2**. The label is **Created**, the manifest is **Manifested** and the cancellation is **None**. With **Dhl Tracking** filled in, the **DHL Tracking** button remains visible. When pressed, or when the hourly task runs, Odoo asks DHL for the events and saves them in **Tracking Events**. The list shows, for example, "The shipment has been prepared by the sender", "The shipment has been picked up" and "The shipment has been processed in the parcel center", with locations such as Köln and Bonn. When DHL delivers it, **Delivered (DHL)** is ticked.

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10 Parcel DE manifests and end-of-day closeout



- **Real Odoo 20 screenshot.** The **DHL Manifests** list with one manifest in **Done** state and another in **Draft**.

Manifests are in **DHL Operations › Manifests**, which opens the **DHL Manifests** list. Every day, the scheduled task **DHL Manifest Closeout** closes the day for each Parcel DE shipping method that has **Dhl Manifest Enabled** ticked and shipments waiting. You can also close it by hand with **Close DHL Manifest**. If DHL fails, the manifest is set to **Failed** with its message in **Result Message**. The closeout time is set by the Odoo scheduled task.

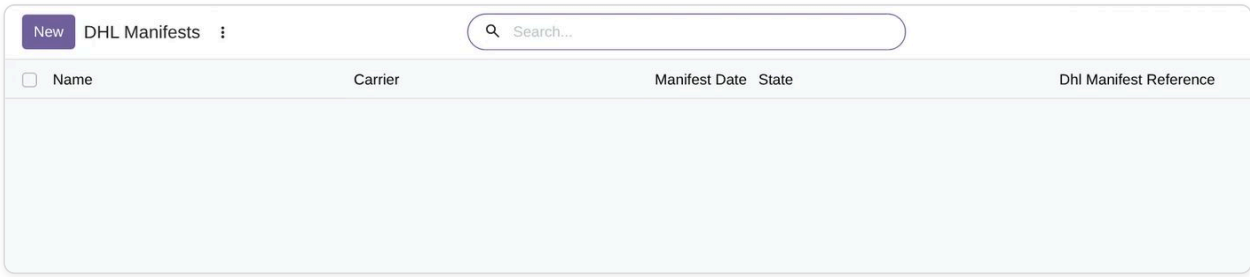
Close DHL Manifest	Closes the day. Not visible when the manifest is in **Done** state.
Request DHL Pickup	Requests the pickup from DHL. Not visible when a **DHL Pickup Order** already exists.
Cancel DHL Pickup	Cancels the pickup. Only visible when a **DHL Pickup Order** already exists.

Statuses

Draft	The manifest has been created and has not yet been closed.
Done	DHL accepted the closeout.
Failed	DHL failed. The reason is in **Result Message**.
No Shipments	There were no shipments to close.

Closing the day by hand

1. **Open the list**
   Go to **DHL Operations › Manifests**.



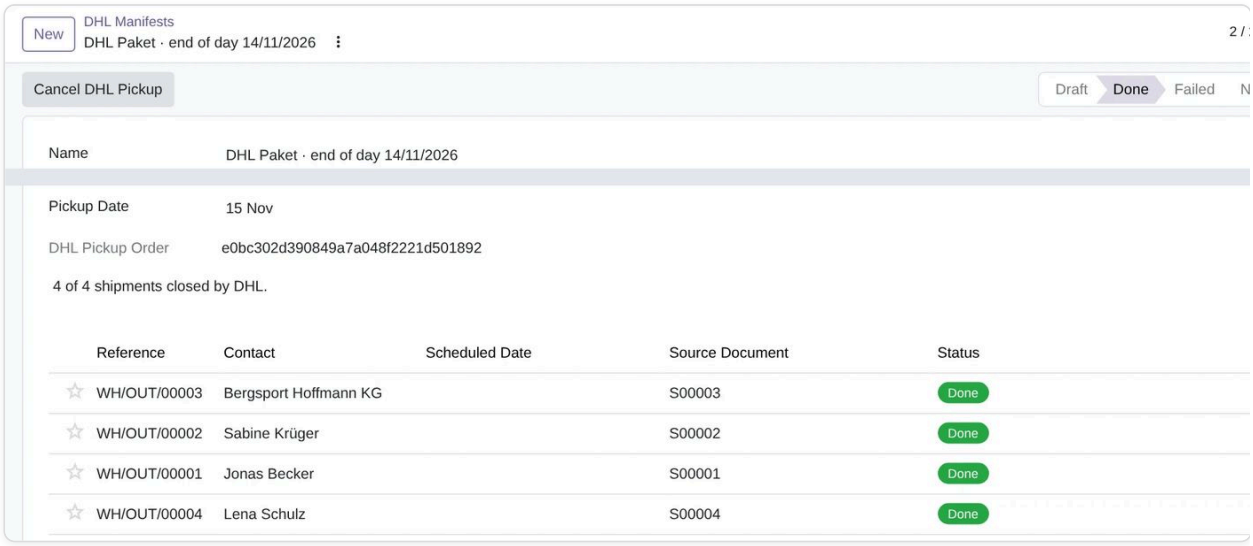
- **Real Odoo 20 screenshot.** The **DHL Manifests** list with no manifests.

2 **Create or open a manifest**

Choose the shipping method in **Carrier** and the date in **Manifest Date**.

3 **Press Close DHL Manifest**

The state changes to **Done** or **Failed**. If you did not choose any deliveries, all deliveries for that shipping method that have a label and no manifest are included, and they appear in **Included Pickings**. The day's document is stored in **Document Attachment** and the DHL sheets in **Dhl Manifest Reference**.



- **Real Odoo 20 screenshot.** A closed manifest (**Done**), with its four deliveries and the **Cancel DHL Pickup** button.

> DHL Express has no end-of-day manifest: each shipment reaches DHL when its label is created. If you press **Close DHL Manifest** with an Express shipping method, an error appears. To have the shipments collected, use **Request DHL Pickup**.

What each state means

Draft	The state a manifest starts in. There is no DHL result yet.
Done	DHL closed the shipments. The document is stored in **Document Attachment** and the DHL reference in **Dhl Manifest Reference**.
Failed	DHL did not accept the closeout. The reason is stored in **Result Message**.
No Shipments	The manifest had no shipments waiting.

Rules and conditions

Automatic closeout only happens for Parcel DE shipping methods with **Dhl Manifest Enabled** ticked that have shipments waiting. A DHL failure stops nothing: it is saved on the manifest as **Failed** with its message.

For a DHL Express shipping method, closeout does not exist and Odoo warns: "DHL Express has no end-of-day manifest: MyDHL sends each shipment to DHL when its label is created. Use «Request DHL Pickup» to have them collected."

Parcel DE pickup

Request DHL Pickup asks DHL for a pickup of the manifest's shipments. It only works in Germany and with the street, house number, postcode and city of the warehouse. These are the messages you may see:

MESSAGE	WHEN IT APPEARS
"DHL Parcel DE pickups are only in Germany."	The warehouse country is not Germany.
«DHL pickups need the street, house number, postal code and city of %s.»	The warehouse is missing its street, house number, postal code or city.
«Set the DHL Parcel DE billing number of the shipping method %s.»	The shipping method has no Parcel DE billing number.
«DHL already has the pickup order %s for this manifest.»	The manifest already has a pickup order.
«DHL did not confirm the pickup: %s»	DHL did not return confirmation of the order.

If DHL accepts, the order number is stored in **DHL Pickup Order**. **Cancel DHL Pickup** cancels it, and if DHL does not cancel it, you see «DHL did not cancel the pickup: %s».

Express pickup

With DHL Express, the pickup is requested with each shipment (**Book a pickup with each shipment**) or as a single pickup for several shipments from a manifest. If no shipment is waiting for a pickup, you see «No DHL Express shipment waits for a pickup.». If DHL returns no confirmation number, you see «DHL did not confirm the pickup: %s».

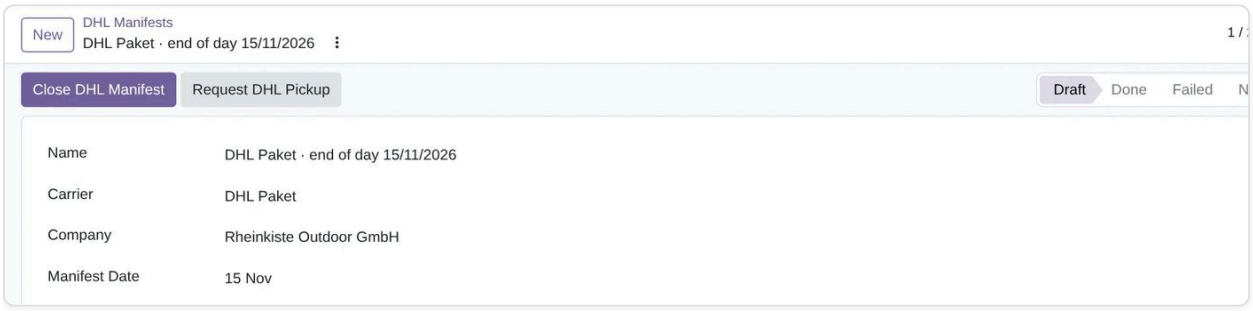
Record fields

Name	Name of the manifest.
Carrier	Shipping method it belongs to. Required.
Company	Company. Required.
Manifest Date	Date of the manifest. Required.
Dhl Manifest Reference	Reference given by DHL.
Document Attachment	Manifest document.
Included Pickings	Deliveries included.
Result Message	Message with the result.
Pickup Date	Date of the pickup.

DHL Pickup Order	Pickup order. Read-only.

An end-to-end example

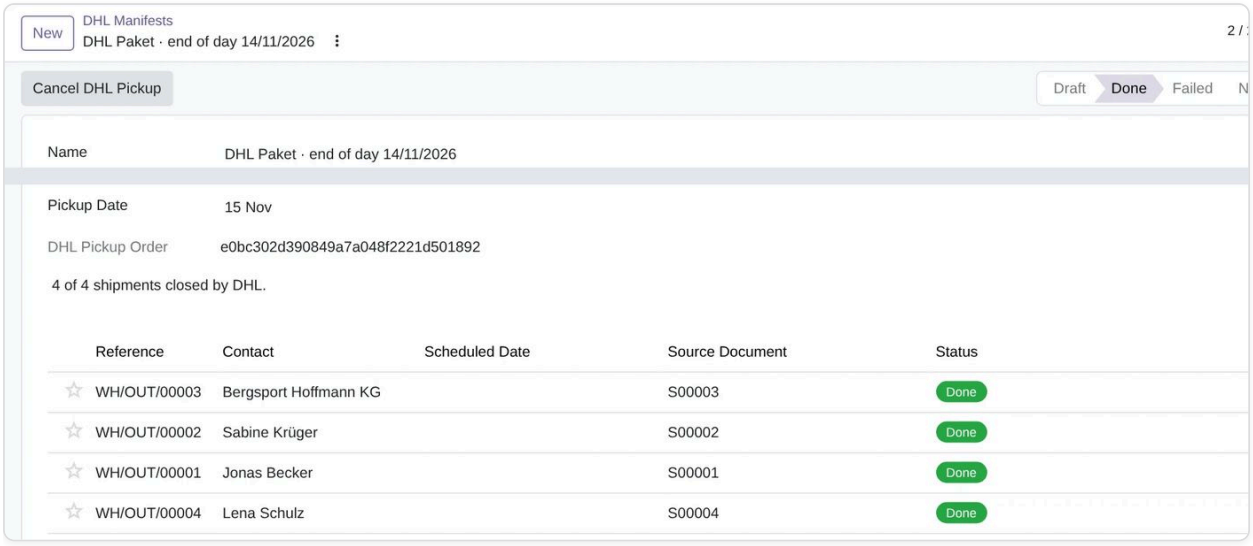
The four deliveries from yesterday with DHL Paket, for Jonas Becker, Sabine Krüger, Bergsport Hoffmann KG and Lena Schulz, are closed in a manifest for Rheinkiste Outdoor GmbH. The manifest moves to **Done** and **Result Message** says DHL closed all four. Then you click **Request DHL Pickup**: the manifest history records the confirmed pickup, with its number and date, and **Cancel DHL Pickup** becomes available.



- **Real Odoo 20 screenshot.** A manifest with **Close DHL Manifest** and **Request DHL Pickup** in view.

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11 DHL pickups



- **Real Odoo 20 screenshot.** Manifest in **Done** status, with the **Cancel DHL Pickup** button and the pickup already confirmed.

Manifests are in **DHL Operations › Manifests**, which opens the **DHL Manifests** list. The scheduled action **DHL Manifest Closeout**, every day, closes the manifest for the Parcel DE shipping methods with **Dhl Manifest Enabled** ticked. You request the pickup yourself with the **Request DHL Pickup** button.

With DHL Express there are two options. With **Book a pickup with each shipment** ticked on the shipping method, DHL books a courier with each shipment, and its number appears in **DHL Express Pickup** on the delivery order. With that box unticked, you book a single pickup for several shipments from a manifest.

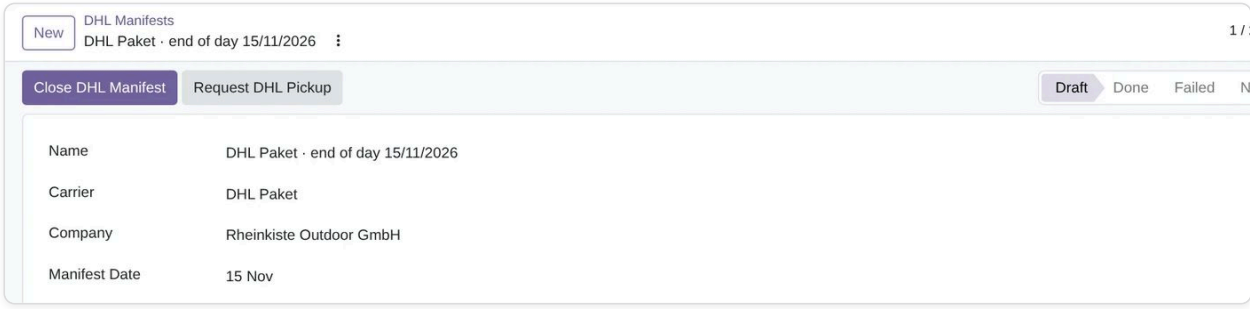
Close DHL Manifest	Closes the Parcel DE day. Not visible when the manifest is in **Done**.

Request DHL Pickup	Requests the pickup from DHL. Not visible when the manifest already has a **DHL Pickup Order**.
Cancel DHL Pickup	Cancels the requested pickup. Not visible when the manifest has no **DHL Pickup Order**.

The manifest can be in **Draft**, **Done**, **Failed** or **No Shipments**. If DHL fails to close it, it stays in **Failed** with its message in **Result Message**.

1. **Open the manifest**

   Go to **DHL Operations › Manifests** and open the one for the date you need.



   - **Real Odoo 20 screenshot.** Manifest in **Draft** with the **Close DHL Manifest** and **Request DHL Pickup** buttons.

2. **Click Request DHL Pickup**

   DHL confirms the pickup and its number is stored in **DHL Pickup Order**.

3. **Cancel if needed**

   Click **Cancel DHL Pickup** while the pickup is still requested.

> Parcel DE pickups are only requested in Germany and with the street, house number, postal code and city of the warehouse. DHL Express has no end-of-day close: to collect, use **Request DHL Pickup**.

Manifest statuses

STATUS	WHAT IT MEANS
Draft	The manifest exists and has not been closed yet.
Done	DHL closed the day. The **Close DHL Manifest** button disappears.
Failed	DHL failed to close it. The reason is stored in **Result Message**.
No Shipments	There were no shipments waiting.

Pickup statuses

While the manifest has no **DHL Pickup Order**, **Request DHL Pickup** is shown. When DHL confirms the pickup, the number is saved and the button changes to **Cancel DHL Pickup**. For DHL Express shipments, **DHL Express Pickup** stores the number of the pickup booked with the shipment.

Rules and conditions

- Parcel DE only collects in Germany: otherwise you see «DHL Parcel DE pickups are only in Germany.»

- The warehouse needs a street, house number, postal code and city: otherwise you see «DHL pickups need the street, house number, postal code and city of %s.»
- The billing number of the shipping method is required, or **Parcel DE Pickup Billing Number** if DHL gave you another one: otherwise you see «Set the DHL Parcel DE billing number of the shipping method %s.»
- If the manifest already has a pickup, you see «DHL already has the pickup order %s for this manifest.»
- If DHL does not confirm or does not cancel, you see «DHL did not confirm the pickup: %s» or «DHL did not cancel the pickup: %s».
- With DHL Express, **Close DHL Manifest** does not apply: you see «DHL Express has no end-of-day manifest: MyDHL sends each shipment to DHL when its label is created. Use «Request DHL Pickup» to have them collected.»
- If no DHL Express shipment is waiting for a pickup, you see «No DHL Express shipment waits for a pickup.»

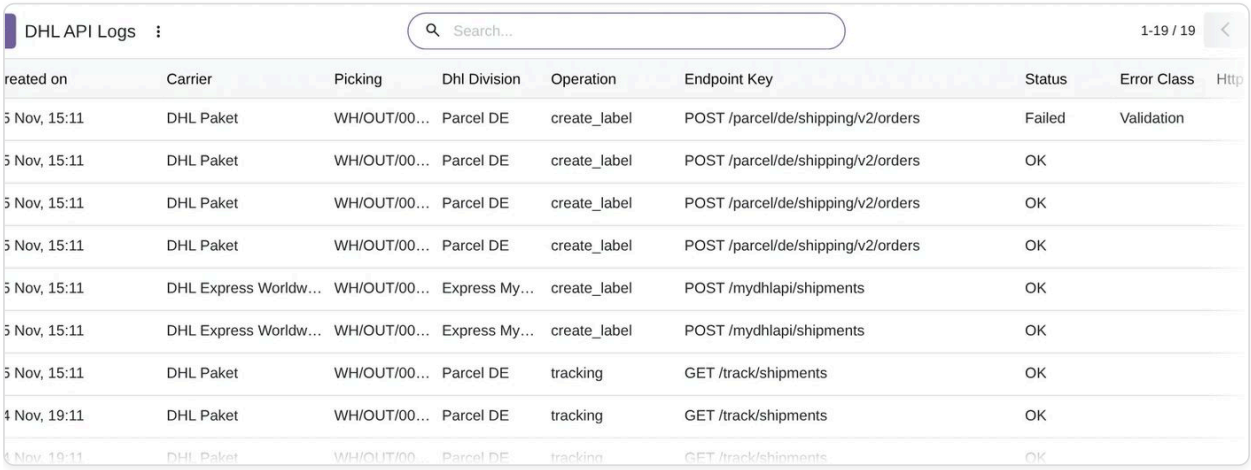
Manifest fields

Name	Name of the manifest.
Carrier	The DHL shipping method.
Company	The company.
Manifest Date	Date of the manifest.
Dhl Manifest Reference	The reference given by DHL.
Document Attachment	The manifest document.
Pickup Date	Date of the pickup.
Included Pickings	The delivery orders included.

End-to-end example

Four deliveries with DHL Paket, for Jonas Becker, Sabine Krüger, Bergsport Hoffmann KG and Lena Schulz, have labels. The end-of-day close puts them in a manifest for Rheinkiste Outdoor GmbH, which moves to **Done**. On that manifest you click **Request DHL Pickup**: DHL confirms the pickup, its number is stored in **DHL Pickup Order** and **Cancel DHL Pickup** appears.

12 The DHL API call log



- **Real Odoo 20 screenshot.** The **DHL API Logs** list with the columns **Operation**, **Status** and **Error Class**.

You find it in **DHL Operations › API Logs**. You do not write the lines yourself: they are created automatically each time the connector talks to DHL, for example to request a label, check tracking or close a manifest.

The clean-up is also automatic. The scheduled action **DHL API Log Retention** runs every day and deletes records older than the number of days set in **Dhl Log Retention Days** on its shipping method. If that field is empty, 365 days are kept.

What you see on each line

Carrier	The shipping method through which the call was made.
Picking	The delivery order the call relates to.
Dhl Division	**Parcel DE** or **Express MyDHL**.
Operation	What was requested from DHL, for example creating a label or checking tracking. It appears with the name the connector gives it, in English.
Endpoint Key	The DHL endpoint that was called.
Status	The result of the call. Its values are listed below.
Http Status	The DHL response code.
Error Class	The type of error when the call failed.

Statuses

- **OK**: DHL responded successfully.
- **Failed**: DHL rejected the call or returned an error; **Error Class** tells you what kind.
- **Unknown**: DHL did not respond in time. If it was a label, the shipment may exist at DHL and the delivery order shows **No shipment at DHL**.

How to look into a failed call

1. **Open the menu**

Go to **DHL Operations › API Logs** and look for the line with **Status** set to **Failed**.



- **Real Odoo 20 screenshot.** The detail of a **Failed** call with **Error Class** set to **Validation**.

2 Open the line

The form shows the shipping method, the delivery, the operation and the error class.

3 Check the tabs

Request and **Response** show what was sent and what DHL replied, with sensitive data hidden.

> The log is read-only: a call cannot be repeated or corrected from here. Old lines are deleted automatically according to the retention days.

Call statuses

OK	DHL replied without problems. This is the value a line is created with.
Failed	The call did not succeed. **Error Class** tells you what kind of failure it was.
Unknown	DHL did not respond in time. If it was a label, the shipment may exist at DHL: the delivery order shows **No shipment at DHL** until you verify it.

Error classes

CLASS	WHAT IT INDICATES
Validation	DHL rejected the call data (code 400 or 422).
Authentication	DHL did not accept the credentials (code 401): re-enter them in the shipping method.
Authorization/Account	The account does not have permission for that operation (code 403).
Rate/Transient	Too many requests (code 429): you need to wait.
Server/Transient	DHL error (code 500 or higher) or a call with no response in time.
Unknown	Any other response code.

Log rules

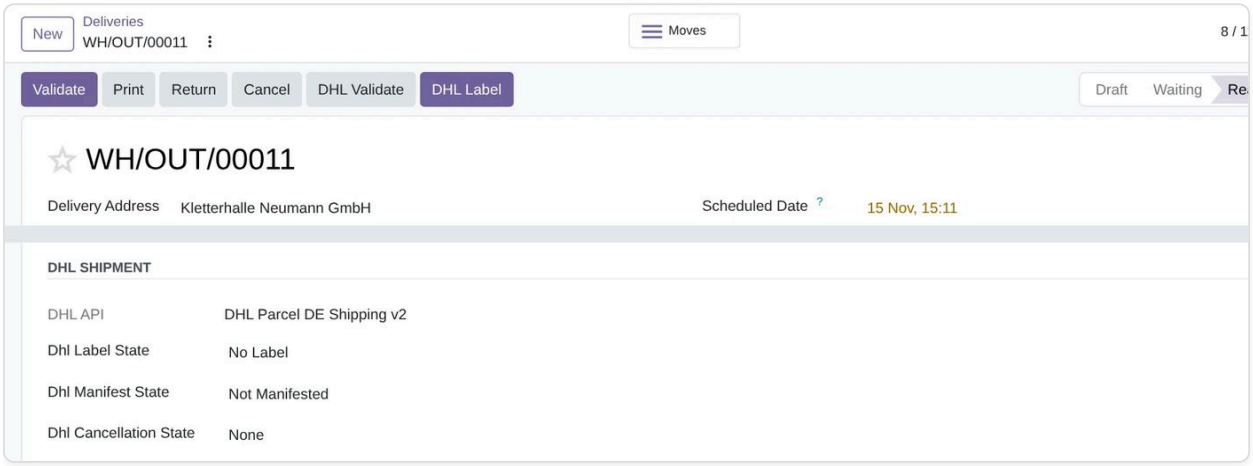
- Each line belongs to a company; the **Company** field is required and is filled in with the active company.
- The **DHL API Log Retention** task runs every day and is active. Each shipping method has its own retention days in **Dhl Log Retention Days**, and if the field is empty, 365 applies.
- **Request Fingerprint** is a fingerprint of the request sent and is shown on the line's form.
- The text in the **Request** and **Response** tabs is shown with sensitive data hidden.

Form fields and tabs

Request Fingerprint	Fingerprint of the request sent.
Request tab	What the connector sent to DHL, with sensitive data hidden.
Response tab	What DHL replied, also with sensitive data hidden.

End-to-end example

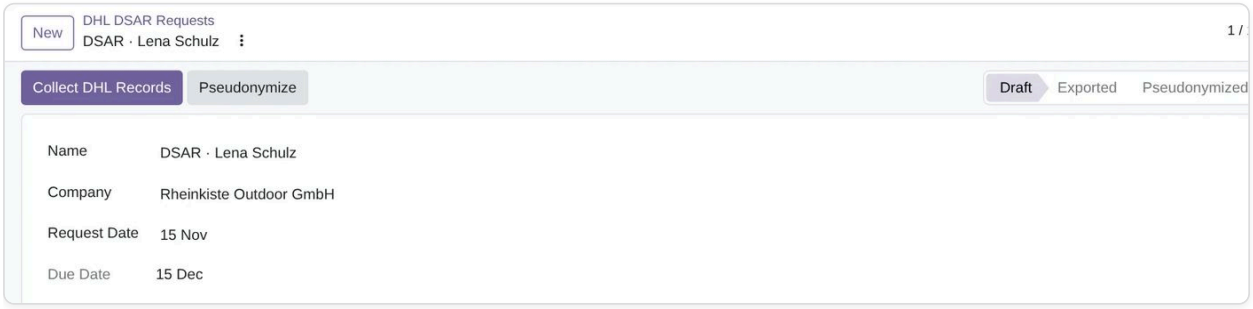
Delivery WH/OUT/00011, for Kletterhalle Neumann GmbH, goes out with the shipping method DHL Paket. When requesting the label, DHL rejects it. In the **DHL API Logs** list a line appears with the label creation **Operation**, **Dhl Division** set to **Parcel DE**, **Endpoint Key** with the value POST /parcel/de/shipping/v2/orders, **Status** set to **Failed** and **Error Class** set to **Validation**.



- **Real Odoo 20 screenshot.** Delivery WH/OUT/00011 with **Dhl Label State** set to **No Label**.

On the delivery form, **Dhl Label State** is still **No Label**. You open the log line and check the **Response** tab to see the reason DHL gave. You correct the delivery data and request the label again; the new call leaves another line in the log.

13 Privacy requests (DSAR)



- **Real Odoo 20 screenshot.** Request for the person "Lena Schulz" with the **Collect DHL Records** and **Pseudonymize** buttons.

Each request is a record in the **DHL DSAR Requests** list. It is created manually with the New button: it does not come from any scheduled task or any DHL notice. You fill in the person's details on the form. **Due Date** is calculated automatically: one month after **Request Date**, the GDPR deadline to reply.

Collect DHL Records	Counts the company's delivery orders with the request's tracking number and records it in **Result Summary**. Without a tracking number, it counts all of the company's delivery orders. It does not search by contact, email or phone.
Pseudonymize	Replaces the name, email, phone and address with a pseudonym in the module's own records that belong to that person.

Statuses

The **Outcome** field starts at **Draft** and changes to **Pseudonymized** when pseudonymised. The bar also shows **Exported** and **Withheld**, but no button sets them: the module does not export the person's data.

How to use it

1 Open the list

Go to **DHL Operations › DSAR Requests** and click New.



- **Real Odoo 20 screenshot.** **DHL DSAR Requests** list with a request in **Draft**.

2 Identify the person

Fill in **Subject Type** and at least one of the following: **Partner**, **Email**, **Phone** or **Tracking**.

3 Click Collect DHL Records

The module counts the delivery orders with that tracking number and notes it in **Result Summary**.

4 Click Pseudonymize

The personal data in the module's own records changes to a stable pseudonym. The summary counts what has changed.

> Contacts and Odoo delivery orders are not touched, nor are the label documents issued by DHL. If the data belongs to more than one person, Odoo stops and asks you to indicate only the contact of the person in the request.

Request statuses

STATUS	WHAT IT MEANS
Draft	Value the request is created with, before any action.
Exported	Shown in the bar, but no button sets it: the module does not export the person's data.
Pseudonymized	Set by **Pseudonymize** when the data is replaced by the pseudonym.
Withheld	Shown in the bar, but no button sets it.

Rules and conditions

To find the person, the request needs at least one of these details: the contact, the email, the phone number or a DHL tracking number for one of their shipments. If none is given, Odoo warns with «Set the contact, email or phone of the person, or a DHL tracking number of one of their deliveries.».

If the details found belong to more than one person, Odoo warns with «These details belong to more than one person (...). Set only the contact of the person the request is about.». This happens, for example, when the delivery address of a gift belongs to another person with their own name.

The person's own contact, the company contacts with their email or phone, and the delivery contact carrying their tracking number are considered theirs. A delivery or invoice address of a private individual, with or without a name, also counts as theirs, whatever their email, because DHL receives their name in it.

Clicking **Pseudonymize** changes the personal data in the API records, tracking events, manifests, DHL messages of their deliveries and the request itself. The contacts, the Odoo delivery orders and the DHL label documents are left as they were.

Record fields

Name	Name of the request. It comes with the value "DHL DSAR".
Company	Company of the request. It comes with the active company.
Request Date	Date of the request. It comes with today's date.
Due Date	Deadline: one month after **Request Date**. Calculated by Odoo.
Subject Type	Who the person is: **Sender**, **Recipient**, **Third Party Named** or **Employee/User**. It comes set to **Recipient**.
Partner	The person's contact.
Email and **Phone**	Email and phone used to look up the person.
Tracking	DHL tracking number of one of their shipments.
Result Summary	Summary of what was found or changed.

End-to-end example

Lena Schulz asks to know what data you hold about her at DHL. In **DHL Operations › DSAR Requests** you create a request with **Subject Type** set to **Recipient**, **Partner** with Lena Schulz's contact, her email and, in **Tracking**, the tracking number of her shipment. When you press **Collect DHL Records**, **Result Summary** shows "Found 1 DHL shipment records. Credentials and raw security logs are withheld by policy.". The request stays in **Draft** until you decide the next step.

CONNECTOR GUIDE · DHL

14 The DHL annual operations report



- **Real Odoo 20 screenshot.** The **DHL Annual Operations Report** wizard with **Company**, **Year** and **Carrier**.

You open it from **DHL Operations › Annual Operations Report**. A window opens with the wizard, not a list of records.

The report does not receive data from a scheduled task or a sync button. It draws on the DHL calls the connector has logged in **DHL Operations › API Logs**. Those calls are kept for as many days as **Dhl Log Retention Days** on the shipping method states, or 365 if it is empty, and the daily **DHL API Log Retention** task deletes the older ones. Anything already deleted is not counted.

Company	The company you want the report for. It is required and is filled in with the company you are working in.
Year	The year you want to cover. It is required and is filled in with the year before the current one.
Carrier	The DHL shipping method. It is optional.
Result	The text with the result. It is read-only and is filled in by the wizard.
Generate	Press this button to generate the report for the chosen company, year and shipping method.

1. **Open the report**
   Go to **DHL Operations › Annual Operations Report**.
2. **Choose the data**
   Check **Company** and **Year**, and choose a **Carrier** if you want a single shipping method.



- **Real Odoo 20 screenshot.** The fields **Company**, **Year** and **Carrier** before generating.

3 Generate the report

Press **Generate** and read the result in **Result**.

> The wizard does not save the report as a record and **Result** cannot be edited. **Result** appears in English: "Shipments/logged API operations" is the number of calls logged that year (not shipments), "Failures" are those that failed, and "Authority submission: not applicable" because it is not submitted to any authority. It only counts the calls still in the API log.

What it counts and what it does not

The report draws on the DHL calls left in the API log, the list at **DHL Operations › API Logs**. There each call has an operation (for example create_label, tracking or pickup), a status (**OK** or **Failed**) and an error class. The report counts those for the company and year you choose (and for the shipping method, if you choose one) and how many of them failed.

Statuses

The wizard has no statuses of its own. The statuses that matter are those of each call in the API log.

STATUS	WHAT IT MEANS
OK	The DHL call completed.
Failed	The DHL call failed. This is what the report counts separately, under "Failures". A call in **Unknown** (DHL did not answer in time) is included in the total, not in the failures.

Rules and conditions

- **Company** and **Year** are required. Without them the wizard cannot be generated.
- **Company** is filled in with the company you are working in, and **Year** with the year before the current one, the last closed year.
- **Carrier** is optional. Choose a shipping method to narrow the report.
- **Result** is read-only. The wizard writes the text when you press **Generate**, not you.
- Old calls disappear from the log: the daily **DHL API Log Retention** task deletes those older than the days in **Dhl Log Retention Days** of their shipping method, or 365 if it is empty. If you ask for a year whose calls have

already been deleted, the report does not count them.

Wizard fields

FIELD	TYPE	INITIAL VALUE
Company	Required	The active company
Year	Required, whole number	The year before the current one
Carrier	Optional	Empty
Result	Read-only, long text	Empty until you press **Generate**

Example

With the settings on screen, **Company** is Rheinkiste Outdoor GmbH. If the **Year** the wizard proposes is the one you want and you leave **Carrier** empty, the report counts the DHL calls for that year for the whole company, whatever the shipping method. You press **Generate** and the result appears in **Result**. To see a single method, for example DHL Paket, you choose that **Carrier** before generating.

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15 The data that goes out and comes back

DATA	DIRECTION	WHEN
Shipping label (Parcel DE and Express)	From Odoo to DHL, and the label comes back to Odoo	When you press **DHL Label** on the delivery order or when you validate the delivery
Shipment validation	From Odoo to DHL	When you press **DHL Validate** on the delivery order
Shipment cancellation (Parcel DE)	From Odoo to DHL	When you press **DHL Cancel** on the delivery order
Customs data for each product	From Odoo to DHL	With the label, when the shipment leaves the EU customs union
Day closeout (manifest, Parcel DE)	From Odoo to DHL	Each day with **DHL Manifest Closeout**, or when you press **Close DHL Manifest**
Pickup request	From Odoo to DHL	When you press **Request DHL Pickup** on a manifest or, in Express, with each shipment if you tick **Book a pickup with each shipment**
Pickup cancellation	From Odoo to DHL	When you press **Cancel DHL Pickup** on a manifest or, in DHL Express, **DHL Cancel** on a shipment with a pickup
Shipping price (Express only)	From DHL to Odoo	When the price is calculated on the order
Shipment tracking and events	From DHL to Odoo	Every hour with **DHL Tracking Sync**, or when you press **DHL Tracking** on the delivery order
Connection status and API version	From DHL to Odoo	When you press **Test DHL Connection**

DATA	DIRECTION	WHEN
DHL credentials	From Odoo to FlexigoTech Cloud	When you save the shipping method, once consent is accepted

Calls to DHL go through FlexigoTech Cloud. Odoo does not store your DHL credentials: they are sent encrypted to the cloud when you save the shipping method. Each request for a label, cancellation, manifest, pickup, rate or tracking first calls the service and goes through the cloud, which adds the credentials and calls DHL. Without a subscription nothing is sent to DHL.

> The connector does not bring returns data: it does not generate return labels or call any returns API.

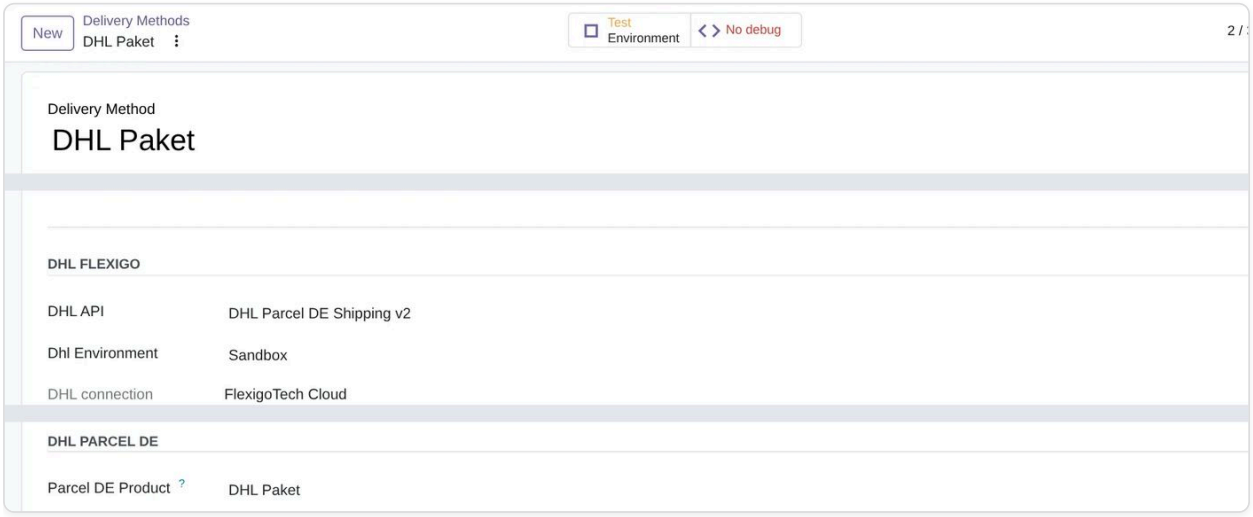
CONNECTOR GUIDE · DHL

16 What runs on its own

TASK	FREQUENCY	WHAT IT DOES
DHL Tracking Sync	Every hour. Active by default.	Checks tracking for up to 10 shipments per run, with 5 seconds between calls. It starts with those that have gone unchecked the longest and removes those already delivered from the list. If DHL replies "too many requests", the task stops and waits the time DHL indicates.
DHL Manifest Closeout	Every day. Active by default.	Closes the day (manifest) for each DHL Parcel DE shipping method with **Dhl Manifest Enabled** ticked that has shipments waiting. If DHL fails, the manifest is left in **Failed** with its message. The time is set by the Odoo scheduled task.
DHL API Log Retention	Every day. Active by default.	Deletes the API records older than the number of days set in **Dhl Log Retention Days** on its shipping method. If that field is empty, it uses 365 days.

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**. To see that menu you need to enable developer mode.

17 The shipping method options and how they come



- **Real Odoo 20 screenshot.** The DHL Paket shipping method with its option groups.

OPTION	WHEN CREATED	WHAT IT DOES
Provider	**Fixed Price**, Odoo's own	With the **DHL Flexigo** option, the form shows the DHL groups.
DHL API	**DHL Parcel DE Shipping v2**	Chooses which DHL service the shipping method works with. With **DHL Express MyDHL API** it connects to DHL Express. The other two options do nothing.
Dhl Environment	**Sandbox**	Chooses between **Sandbox** (testing) and **Production**. In **Production**, saving requires the account details.
Dhl Default Label Format	**A4 PDF**	Label format. There are others, such as **100×70 mm** (only with **DHL Kleinpaket**, **Warenpost** or **Warenpost International**), **PDF** or **ZPL**. DHL Express only supports **A4 PDF**, **PDF** and **ZPL**.
Dhl Manifest Enabled	Off	When ticked, the **DHL Manifest Closeout** task closes each day's shipments for this shipping method (Parcel DE only).
DHL Debug Payload Logs	Off	When ticked, the API log also stores the contact details of each call (name, address, phone and email). Credentials are always hidden.
Dhl Log Retention Days	365	Number of days the logs are kept.
Parcel DE Product	**DHL Paket**	DHL product for this shipping method. Your billing number must include it in digits 11 and 12.
Parcel DE Profile	"STANDARD_GRUPPENPROFIL", the standard DHL profile	User group profile of your DHL business customer portal.
Price per shipment	Empty	Price Odoo charges for this shipping method. Parcel DE has no rates API, so enter the price from your contract.
Express Product Code	P	DHL Express product used to calculate the price and send the parcel.

OPTION	WHEN CREATED	WHAT IT DOES
Book a pickup with each shipment	Off	Checkbox: DHL Express books a pickup with each shipment. Off, one pickup is requested for several shipments from a manifest.

The account details (billing number, portal user, Express account number) are entered in their groups. The connection to DHL always stays in **FlexigoTech Cloud** when you create the shipping method. If DHL gave you a different billing number for pickups, it goes in **Parcel DE Pickup Billing Number**; if not, the shipments' number is used.

What is done by hand

TAB OR GROUP	BUTTONS
DHL Flexigo	**Test DHL Connection**
DHL in FlexigoTech Cloud	**Check** and **Delete from FlexigoTech Cloud**

Test DHL Connection makes a real call. Parcel DE requests the token and the API version. Express runs an address check. **Dhl Health Status**, **Dhl Health Last Check** and **Dhl Api Version** store the response.

Only an administrator sees the **DHL in FlexigoTech Cloud** group. Its fields are locked until you tick **I accept that DHL works through FlexigoTech Cloud**. Parcel DE asks for **API Key**, **API Secret** and **GKP/OAuth Password**. If the tracking app is a different one, **Tracking API Key** is filled in. DHL Express asks for **API Secret**, together with **Express API Key** from the **DHL Express MyDHL** group.

When saved, the credentials are encrypted and sent to FlexigoTech Cloud, and Odoo does not store them. **Saved in FlexigoTech Cloud** shows when. If details are missing, a warning appears and nothing is sent. If you change the environment, the API or the user, they must be saved again. **Check** shows whether the cloud holds them, with dates, without displaying them. **Delete from FlexigoTech Cloud** removes them from the cloud and is not visible while nothing is saved.

The **DHL Parcel DE** and **DHL Express MyDHL** groups store the details of each service: **Parcel DE EKP**, **Parcel DE Procedure**, **Parcel DE Participation**, **Parcel DE Pickup Billing Number** and **Express Account Number**.

18 Security and personal data

- DHL credentials are not stored in Odoo. They are entered in the **DHL in FlexigoTech Cloud** group of the shipping method, which only an administrator can see, and when saved they are encrypted and sent to FlexigoTech Cloud.
- The credential fields stay locked until an administrator ticks **I accept that DHL works through FlexigoTech Cloud**. Without that box ticked, Odoo warns that nothing has been sent or saved.
- Each shipping method stores its own DHL credential in FlexigoTech Cloud, one per environment (Sandbox or Production) and per API (Parcel DE, tracking or Express). **Saved in FlexigoTech Cloud** shows when it was saved.
- The **Check** button shows whether the cloud holds the credentials for each API of that shipping method, with the dates they were saved and changed, without displaying them. **Delete from FlexigoTech Cloud** removes them from the cloud. Only an administrator can use these two buttons.
- If you delete a shipping method, the module removes its credentials from the cloud. If FlexigoTech Cloud does not respond at that moment, they stay stored until you press **Disconnect** in Settings or uninstall the module.
- The module's permissions are split into four user groups: **DHL / Read-only**, **DHL / Shipping User**, **DHL / Shipping Manager** and **DHL / Privacy Manager**.
- FlexigoTech Cloud receives the company name and the email of whoever accepts, with the date and version of the text accepted. It also receives each request to DHL for the shipments you create: the recipient's name, address and contact details, packages and weight. This data may include personal data of your customers or employees. FlexigoTech Cloud passes it on to DHL and keeps it only as long as needed to deliver it.
- Without a subscription, nothing is sent to DHL.
- The FlexigoTech Cloud servers are in Germany. When the subscription or trial ends, or you disconnect the database, the cloud deletes your DHL credentials and the data of that connection within 30 days at most; in the meantime, **Check** shows the date on which they will be deleted.

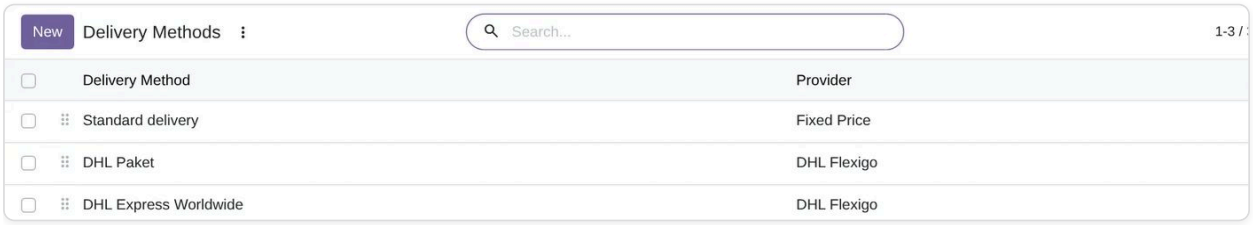
Logs and customer data

Each call to DHL is recorded in **DHL Operations › API Logs**. The scheduled task **DHL API Log Retention** runs every day and deletes the records older than the days in **Dhl Log Retention Days** of the shipping method, or 365 days if that field is empty.

Customers' requests for access to their data are handled in **DHL Operations › DSAR Requests**. **Collect DHL Records** counts the delivery notes with the request's tracking number, and **Pseudonymize** replaces the module's own records with a pseudonym. The module does not prepare the copy of the person's data.

19 Several shipping methods and several companies

Each DHL shipping method is its own connection. It has its company, its environment (**Sandbox** or **Production**), its API, its credentials in FlexigoTech Cloud and its own log retention. They are created and managed in **DHL Operations › Carrier Profiles**, which shows all of Odoo's shipping methods, DHL's and the others.



- **Real Odoo 20 screenshot.** The shipping methods list, with DHL Paket and DHL Express Worldwide, both with **DHL Flexigo**.

The number of shipping methods each plan allows depends on the connector accounts: up to 3 with Standard and up to 10 with Pro.

Manifests, API logs and tracking events carry the company they belong to; in API logs that field is mandatory and is filled in with the active company. Each user only sees the records of the companies they have active, and the same applies to privacy requests: the module ships one rule per company for each of them.

20 If something fails

Without a FlexigoTech Cloud trial or subscription	DHL credentials go to FlexigoTech Cloud and every call to DHL goes through it. Without an active trial or subscription, nothing is sent to DHL. Check the status in **Settings › FlexigoTech Cloud**.
Consent is missing	The credential fields stay locked until you tick **I accept that DHL works through FlexigoTech Cloud**. If you try to save without ticking it, nothing is sent or saved.
Credentials are missing or incomplete	A warning appears and nothing is sent. Parcel DE asks for **API Key**, **API Secret** and **GKP/OAuth Password**, with the user **Parcel DE GKP/OAuth Username** (in **Sandbox**, with no user or password, use DHL's test one). DHL Express asks for **API Secret** together with **Express API Key**. If you change the environment, the API or the user, save them again.
You don't know whether the cloud holds your credentials	Press **Check** in the **DHL in FlexigoTech Cloud** group. It tells you whether they are stored and when they were saved or changed, without displaying them.
You don't see the credential fields	Only an administrator can see and manage them.
The label or shipment is not created	Open **DHL Operations › API Logs**. Each call is recorded with its status, **OK** or **Failed**, and the type of error. To test the connection, press **Test DHL Connection** on the shipping method.

If FlexigoTech Cloud stops responding or rejects the call, the DHL scheduled tasks stop calling with that shipping method and count it in the health report. They only call with shipping methods whose credentials are stored in

the cloud and whose service is active. On a test copy of the database they only read tracking and do not create anything in DHL.

Other messages you may see

"Production DHL mode requires credentials for: ..."	You are in **Production** and details are missing. Fill in the billing number (Parcel DE) or **Express API Key** and **Express Account Number** (Express).
"Accept first that DHL works through FlexigoTech Cloud: nothing was sent and nothing was saved."	Tick **I accept that DHL works through FlexigoTech Cloud** on the shipping method and save again.
"Save the DHL credentials of the shipping method %s in FlexigoTech Cloud first. Nothing was sent."	Save that shipping method's credentials in the cloud first.
"DHL label creation requires a positive numeric package weight."	Enter a weight greater than zero on the shipment before requesting the label.
"This delivery already has the DHL shipment %s: cancel it before creating another one."	Cancel the existing shipment with **DHL Cancel** before creating another.
"DHL shipment is already manifested and cannot be cancelled. Regenerate a corrected label only after DHL allows it."	A manifested shipment cannot be cancelled. Wait until DHL allows it.
"DHL did not answer in time: the shipment may exist at DHL anyway. Check it in your DHL business customer portal or MyDHL+ (reference %s) before you create the label again."	First check the DHL customer portal or MyDHL+ to see whether the shipment exists. If it does, do not create another label.
"DHL Express has no end-of-day manifest: MyDHL sends each shipment to DHL when its label is created. Use «Request DHL Pickup» to have them collected."	DHL Express has no end-of-day close. Use **Request DHL Pickup** so they collect the shipments.
"DHL Parcel DE pickups are only in Germany."	Parcel DE pickups only apply to addresses in Germany.
"DHL Express customs need the country of origin of %s."	Fill in the country of origin on that product's record.

21 Other ways to do it

WAY	WHAT IT MEANS
By hand, from the DHL portal	Someone creates each shipment in the DHL portal, downloads the label and copies the tracking number to the Odoo delivery order. It works with any DHL contract, but every shipment is an extra step and has to be repeated on each delivery order.
Odoo alone	Odoo Community ships no DHL module at all. Odoo Enterprise includes "DHL Express Shipping", with rates, labels, return labels, tracking links and cancellation through the DHL Express REST API, and its older version, "DHL Express Shipping (Legacy)". Neither connects DHL Parcel DE (Germany). Search carried out in the Odoo 20 code on 15-11-2026.
This connector	Connects DHL Parcel DE and DHL Express (MyDHL API). It creates the label from the delivery order, requests pickups, tracks shipments and keeps a log of the calls to DHL. It requires a FlexigoTech Cloud subscription, with a 14-day trial and no card required. It does not handle returns: it does not create DHL return labels.

The connector does not import shipments you made outside Odoo and has no start date: it requests the label for any Odoo delivery with a DHL shipping method that does not yet have one. Anything you sent earlier with another tool stays where it is.

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 license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial requires no card. With Standard, up to 3 shipping methods; with Pro, up to 10.

23 Frequently asked questions

What does the connector do?

It connects Odoo with DHL Parcel DE (Germany) and with DHL Express (MyDHL API). You request the label from the delivery order, it is saved in Odoo, and the shipment's tracking comes back into Odoo.

Does it work without FlexigoTech Cloud?

No. DHL credentials are sent encrypted to FlexigoTech Cloud, and every call to DHL goes through it. Without the trial or a subscription, nothing is sent to DHL.

Is there a free trial?

Yes, 14 days with no card. If you don't subscribe when it ends, the service stops and nothing is charged.

How much does the subscription cost?

The Standard plan costs €49 per month or €490 per year, and the Pro plan €98 per month or €980 per year. On top of that, the module license costs €9 per Odoo version. Prices exclude VAT.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules.

Which Odoo versions does it work with?

Published branches exist for Odoo 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. The connector depends on the Odoo modules for contacts and mail, deliveries, inventory, sales and portal. All of them are Odoo Community: it works on Community and on Enterprise.

Which DHL services does it connect?

DHL Parcel DE, for shipments from Germany, and DHL Express with MyDHL API. The options **DHL eCommerce Americas (not available)** and **DHL Unified Tracking Only** do nothing: a warning appears saying they are not available in the module.

What do I need from DHL to get started?

For Parcel DE, a business customer account with its billing number and an app on developer.dhl.com with its API key and API secret. For DHL Express, the MyDHL API username and password and the 9-digit account number.

Does the connector sign me up with DHL?

No. You arrange the account, the billing number, the apps and the permissions with DHL yourself.

How many shipping methods does each plan allow?

Up to 3 accounts with Standard and up to 10 with Pro.

Can I test it before sending real parcels?

Dhl Environment comes set to **Sandbox**, DHL's test environment, and you switch to **Production** to send for real. DHL's public sandbox does not create Parcel DE labels, so the first one needs your own DHL account, and DHL Express has no public sandbox.

Where are my DHL credentials stored?

They are not stored in Odoo. When you save the shipping method they are encrypted and sent to FlexigoTech Cloud, and with **Delete from FlexigoTech Cloud** you delete them from the cloud.

Who can enter the credentials?

Only an administrator. Their fields stay locked until you tick **I accept that DHL works through FlexigoTech Cloud**.

How do I create a label?

You open the delivery order with a DHL shipping method and press **DHL Label**. If it has none, Odoo also requests it when validating the delivery, with the **Integration Level Get Rate and Create Shipment**, which is the one Odoo ships with. No scheduled task creates labels.

Can I send more than one parcel per delivery order?

No. Each delivery order carries a single parcel, with the weight of the delivery order. With zero or empty weight the label is not created.

How often does tracking come back?

The **DHL Tracking Sync** task checks it every hour, it is active by default, and it reviews up to 10 shipments per run. You can also press **DHL Tracking** on the delivery order.

How often is the manifest closed?

The **DHL Manifest Closeout** task closes it every day for the Parcel DE shipping methods with **Dhl Manifest Enabled** ticked. You can also close it by hand with **Close DHL Manifest**.

Is there a manifest with DHL Express?

No. MyDHL sends each shipment to DHL when its label is created. To have it collected, you use **Request DHL Pickup**.

Can I request a pickup?

Yes. With Parcel DE it is requested from a manifest, and only in Germany. With DHL Express it is requested with each shipment or a single one for several.

How are shipping rates calculated?

With DHL Express, DHL gives the rate for your account for that route, that weight and the chosen product. Parcel DE has no rates API: the order charges the **Price per shipment** of your contract.

Can I cancel a shipment?

With Parcel DE, **DHL Cancel** cancels it at DHL, unless it is already in a closed manifest. With DHL Express it is only cancelled in Odoo and a note is left on the delivery order.

Does it handle returns?

No. It does not create DHL return labels.

Can I ship to the USA?

With DHL Express, yes. Parcel DE does not ship to the USA.

Does it handle customs data?

When the shipment leaves the EU customs union, it sends the customs data for each product. DHL Express also requires the country of origin of each product.

Does it email the customer the tracking?

No. The **DHL Tracking Update** template is installed, but no button or task uses it. Each shipment has a public status page, which the **Tracking** button on the delivery order opens.

What happens if DHL doesn't respond when requesting a label?

The module does not retry it blindly, because the shipment may already exist. You check in the DHL portal and, if it isn't there, press **No shipment at DHL**.

Where can I see the calls it makes to DHL?

In **DHL Operations › API Logs**. The **DHL API Log Retention** task deletes each day the records older than the days set in **Dhl Log Retention Days**.

Does it cover data subject access requests?

Partly. In **DHL Operations › DSAR Requests**, **Collect DHL Records** counts the delivery orders with the request's tracking number, and **Pseudonymize** replaces the data with a pseudonym in the module's own records. It does not export the person's data.

What about shipments I had before installing it?

They are not imported. You can request the label for any Odoo delivery that doesn't yet have one; what you sent earlier by another route stays where it is.

How was it tested?

With a local simulator of DHL Parcel DE and DHL Express, written from the files DHL publishes, with token, version and tracking responses recorded from DHL's real sandbox. The module has 122 automated tests on branch 20.0. DHL Express has no public sandbox and has not been tested live, and the first Parcel DE label needs your own DHL account.

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24 Glossary

DHL Parcel DE	DHL's parcel service in Germany. The connector uses it through the **DHL Parcel DE Shipping v2** API.
DHL Express (MyDHL API)	DHL's international shipping service. The connector uses it through the **DHL Express MyDHL API** API.

Shipping method	Each connection to DHL in Odoo. It is created and managed in **DHL Operations › Carrier Profiles**.
Delivery order	The outgoing document for your deliveries. It holds the **DHL Validate**, **DHL Label**, **DHL Cancel** and **DHL Tracking** buttons.
FlexigoTech Cloud	Online service that stores your DHL credentials encrypted and passes each request to DHL on your behalf. Without a trial or subscription, the connector does not talk to DHL.
Credentials	The access details of your DHL account. They are entered in the **DHL in FlexigoTech Cloud** group, and Odoo does not store them.
Sandbox and Production	The two environments of **Dhl Environment**. **Sandbox** is the test one and is the default. **Production** is the live one.
GKP	The username for DHL's business customer portal. Parcel DE requires it.
Billing number	The 14-digit number of your Parcel DE account. Digits 11 and 12 must include the product you use.
Express account number	The 9-digit number of your DHL Express account, in **Express Account Number**.
Label	The shipping document that DHL creates with **DHL Label** and that is saved on the delivery order.
Label state	The value of **Dhl Label State**: **No Label**, **Validated Only**, **Created** or **Cancelled**.
Manifest	The end-of-day close-out for Parcel DE shipments. You can see it in **DHL Operations › Manifests**.
Pickup	The booking of a DHL courier. For Parcel DE it is requested from a manifest with **Request DHL Pickup**.
Tracking	The events for each shipment, brought in by the **DHL Tracking Sync** task or the **DHL Tracking** button.
API log	The **DHL API Logs** list, with the calls Odoo makes to DHL.
Customs	The data for each product (HS code, country of origin) that the connector sends when the shipment leaves the EU customs union.
DSAR	A person's request for access to their personal data. It is handled in **DHL Operations › DSAR Requests**.
Pseudonym	Data that replaces a person's name, email, phone number and address in the module's own records, using **Pseudonymize**.
Price per shipment	The **Price per shipment** for Parcel DE: the price from your contract, because Parcel DE has no API-based rates.

25 Checklist and contact

- [ ] You have Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server, not on Odoo Online.
- [ ] You have a contract with DHL and the credentials: for Parcel DE, the GKP user, the billing number and an app with its API key and API secret; for DHL Express, the MyDHL API username and password and the account number.
- [ ] The module is installed and the 14-day FlexigoTech Cloud trial is active.
- [ ] You have created a shipping method in **DHL Operations › Carrier Profiles** with **Provider** set to **DHL Flexigo** and **DHL connection** set to **FlexigoTech Cloud**.
- [ ] You have chosen **DHL API** and left **Dhl Environment** on **Sandbox** for testing.
- [ ] An administrator has ticked **I accept that DHL works through FlexigoTech Cloud** and saved the credentials; **Saved in FlexigoTech Cloud** shows a date.
- [ ] **Test DHL Connection** returns **OK** in **Dhl Health Status**.
- [ ] You have checked the label format, **Dhl Manifest Enabled** and, for Parcel DE, **Price per shipment**.
- [ ] You have switched the shipping method to **Production** and saved the credentials again: DHL's public sandbox does not create Parcel DE labels.
- [ ] The first delivery order has a DHL shipping method and a weight.
- [ ] When you press **DHL Label**, **Dhl Label State** changes to **Created** and **Dhl Shipment Number** and **Dhl Tracking** appear.

If you would like us to set it up with you, get in touch. With the Pro plan, if needed, we can go through it on a video call.

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/dhl-shipping-integration-v19.html

On Odoo Apps

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

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