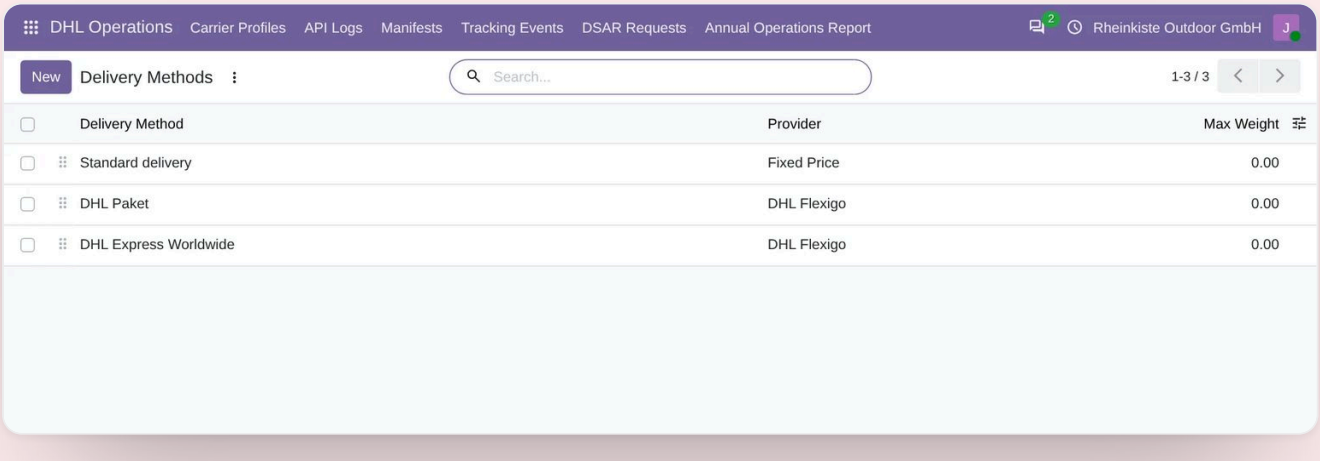
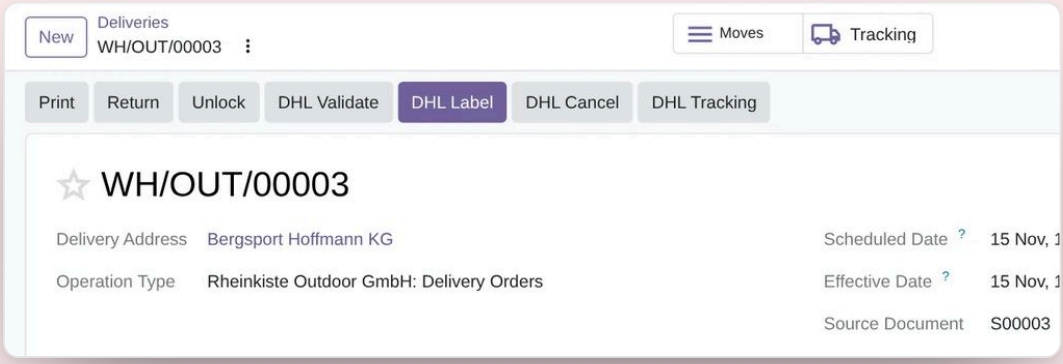
USER MANUAL · SHIPPING AND CARRIERS

DHL connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.1.3.14 | Odoo 20 screenshots | Edition of 16-11-2026





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

Contents

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

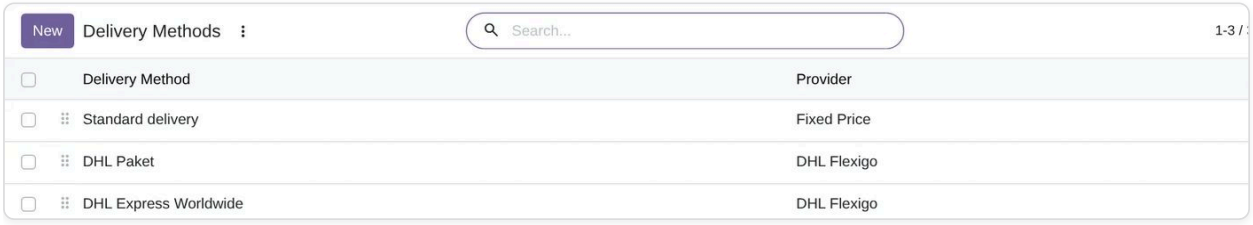
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This manual describes version 20.0.1.3.14 of the module (Odoo branch 20.0, commit 5b646d71a). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to DHL. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where it is

The connector adds to Odoo the shipping methods of DHL Parcel DE and DHL Express, with labels, manifests, pickups and tracking. Everything specific to it lives in the **DHL Operations** menu.



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

DHL Operations › Carrier Profiles	The Odoo shipping methods, including the DHL ones. Each DHL shipping method is a connection with 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 day's closeouts.
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 app, the connector works on the outgoing delivery order in Inventory, in 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 shipping method, which you see in **Delivery Methods**. Each delivery order with DHL also has a public page showing the shipment status, which opens with the **Tracking** button on the (Odoo) delivery order.

2 Before you start

This is what you need to have to hand before installing the connector and creating your first DHL shipping method.

- 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 one, 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 let you install 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 required. 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 does not handle returns either: it does not create DHL return labels. Each delivery order carries a single package.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its Odoo Apps page (**https://apps.odoo.com/apps/modules/20.0/flexigo_dhl_shipping_integration_v19**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module page lists it under "Community Apps Dependencies" and its price already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_dhl_shipping_integration_v19` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3 **Install the app**

In **Apps**, click **Update Apps List** (with developer mode on), search for "DHL" and click **Activate**.

On your own server

1 **Copy the folders**

Place `flexigo_dhl_shipping_integration_v19` and `flexigotech_cloud` in a folder that is on the `addons_path` of your Odoo.

2 **Restart Odoo**

This way it reads the new modules.

3 **Install the app**

In **Apps**, **Update Apps List**, search for "DHL" and click **Activate**.

> When installing it, Odoo also installs the apps the module depends on: Inventory and Sales. If you already use them, nothing you have changes.

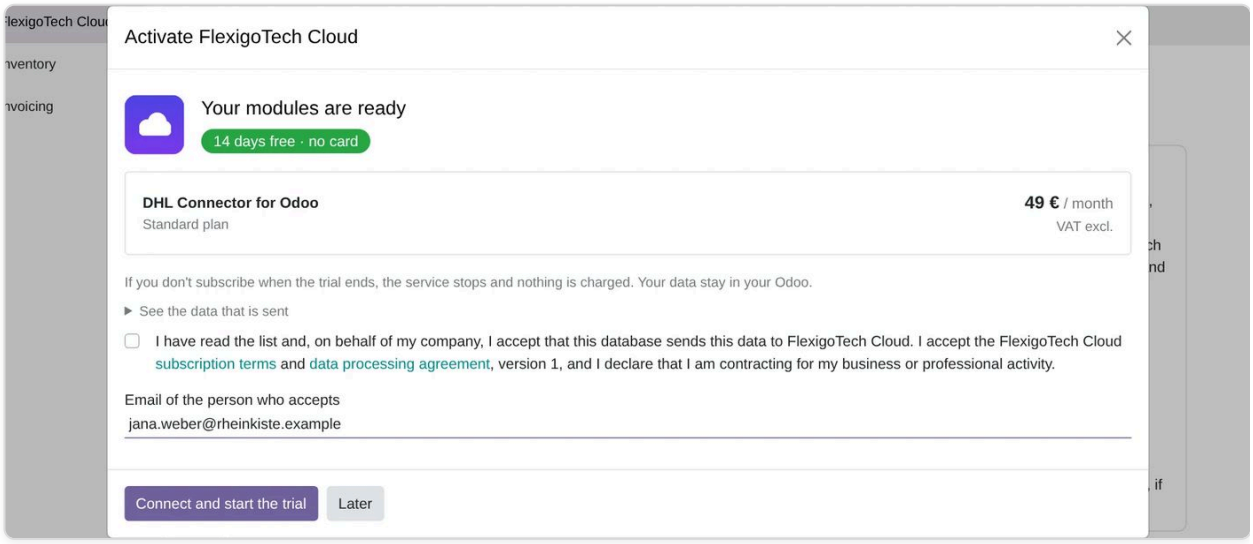
USER MANUAL · DHL

4 Activate FlexigoTech Cloud: the 14-day trial

The calls to DHL go through FlexigoTech Cloud, the FlexigoTech service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to DHL.

1 **Click Activate in the top bar**

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



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

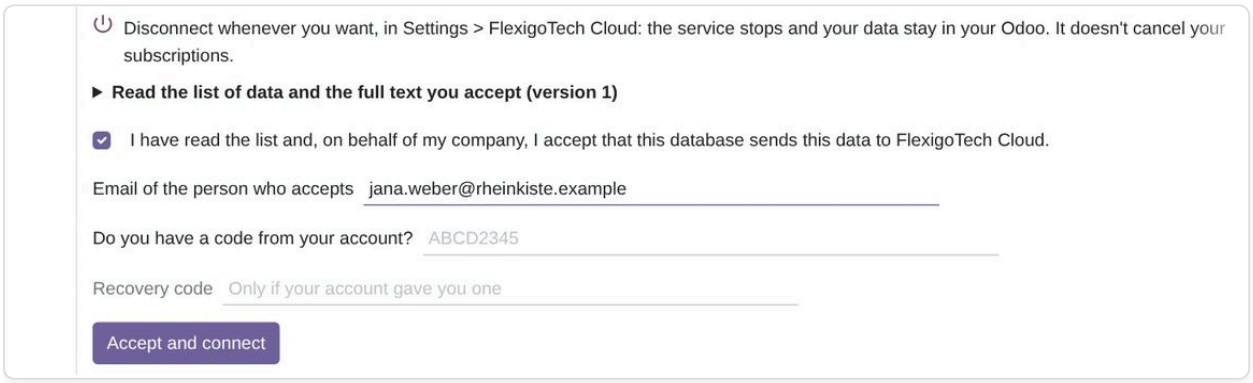
2 **Accept and enter your email**

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 starts the module's trial. If you leave it for later, **Later** closes the window.

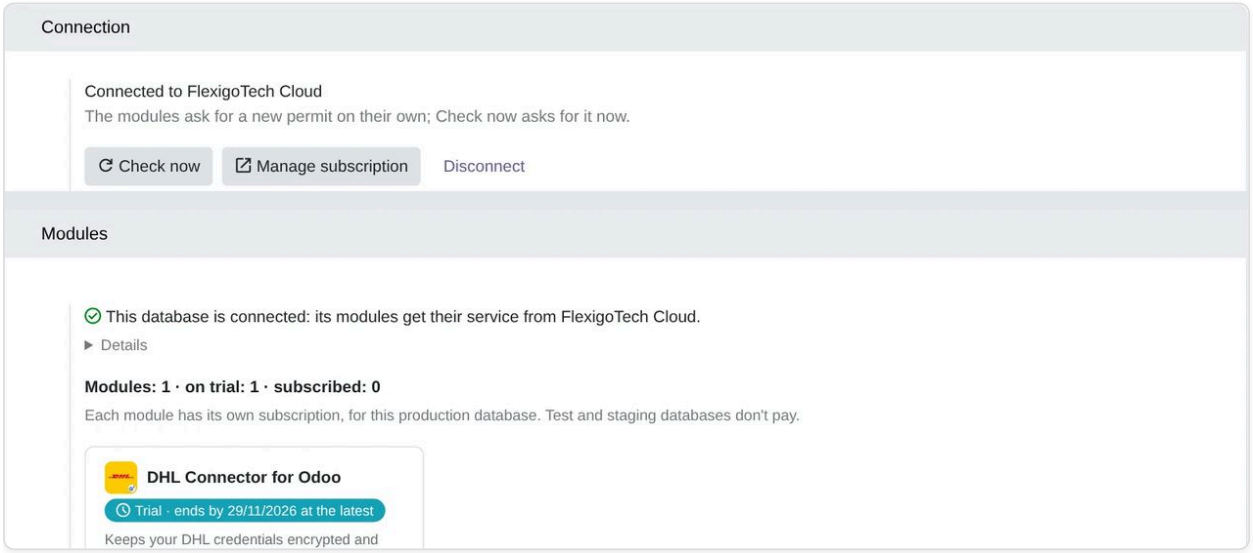
The same, from Settings

In **Settings › FlexigoTech Cloud** there 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 box ticked, 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.

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 business day, up to 3 accounts

PLAN	PRICE	INCLUDES
Pro	€98 per month or €980 per year	Response within 4 business hours, up to 10 accounts and video call if needed

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 automatically every 6 hours).

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

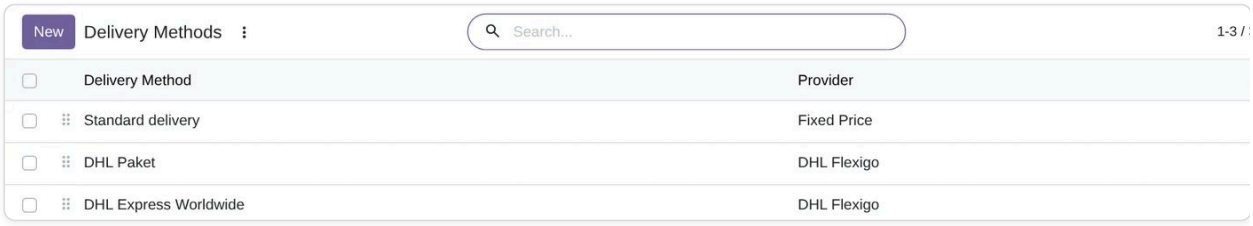
USER MANUAL · DHL

5 Connecting your shipping method

Each connection with DHL is a shipping method, created in **DHL Operations › Carrier Profiles**.

1 Open the shipping methods

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



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

2 Choose the provider

Under **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 like that until you have tested.

4 Fill in your account details

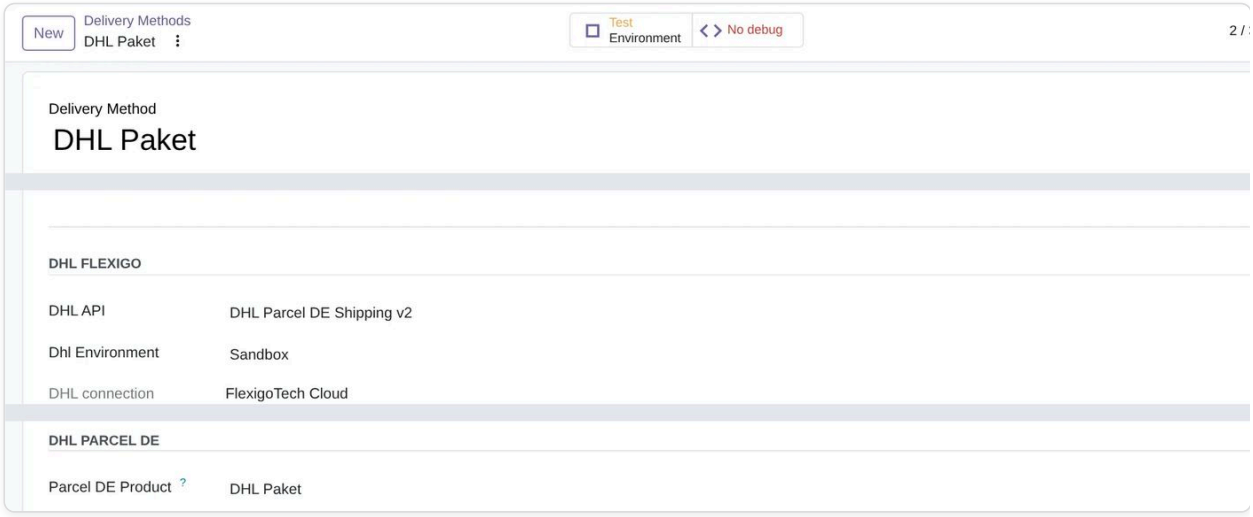
For Parcel DE, use the **DHL Parcel DE** group: **Parcel DE Product**, **Parcel DE Billing Number**, **Parcel DE GKP/OAuth Username** and **Price per shipment**. For Express, use the **DHL Express MyDHL** group: **Express API Key**, **Express Account Number** and **Express Product Code**.

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

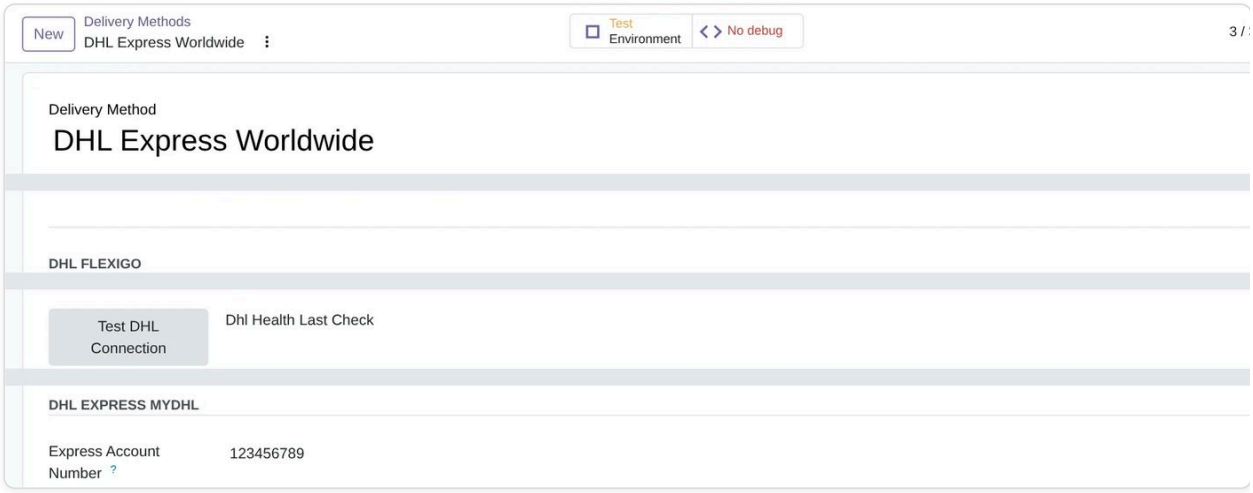
For Parcel DE: **API Key**, **API Secret** and **GKP/OAuth Password**; add **Tracking API Key** if your tracking app is a different one. In **Sandbox**, without a username or password, the connector uses DHL's test user: with it you can test the connection, but DHL's public sandbox does not create Parcel DE labels, so the first one needs your own account. For Express: **API Secret**, which goes together with **Express API Key**. When saved, 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 shipping method connected through **FlexigoTech Cloud**.

7 Test the connection

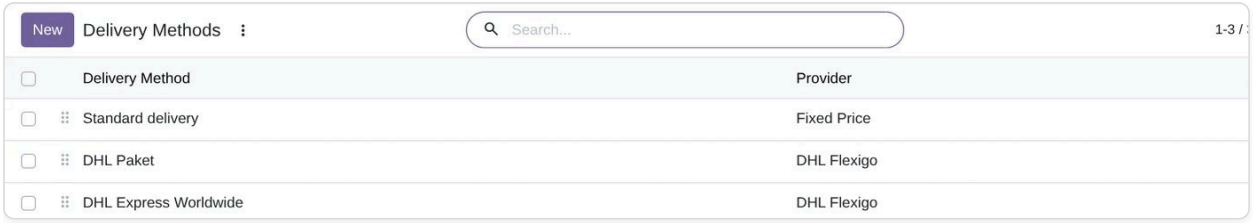
Click **Test DHL Connection**. It makes a real call to DHL and leaves the response in **Dhl Health Status**, **Dhl Health Last Check** and **Dhl Api Version**.



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

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

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

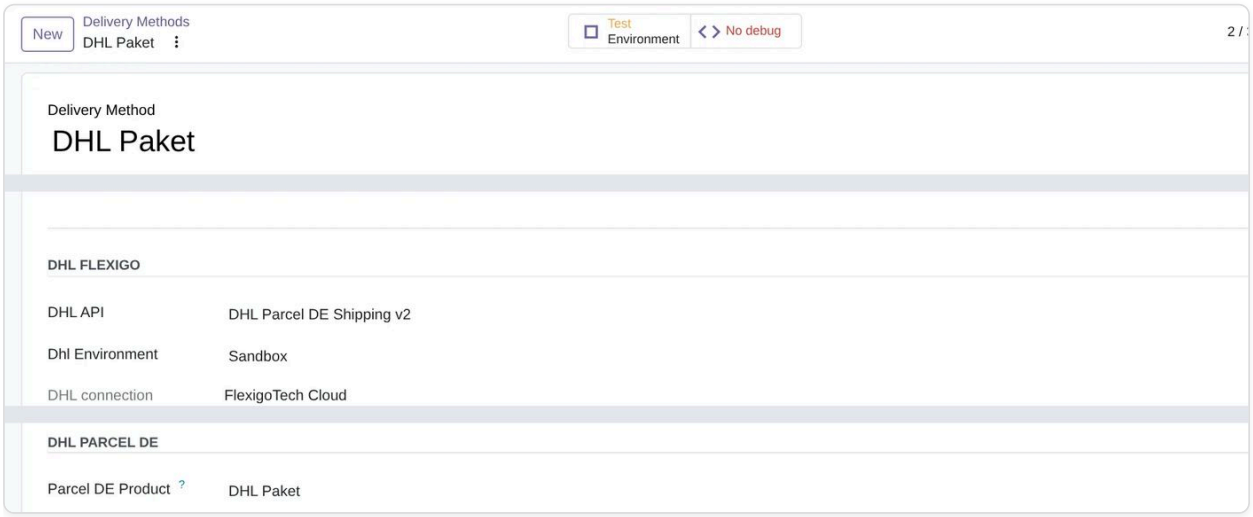


- **Real Odoo 20 screenshot.** The shipping method list, with DHL Paket and DHL Express Worldwide.

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6 The shipping method options

In **DHL Operations › Carrier Profiles** one shipping method is created for each connection with DHL, and these are the options you choose in it.



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

OPTION	WHEN CREATING IT	WHAT IT DOES
Provider	**Fixed Price**, the Odoo one	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**. On **Production**, saving requires the account details.
Dhl Default Label Format	**A4 PDF**	Format of the label. 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 the shipments of 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.

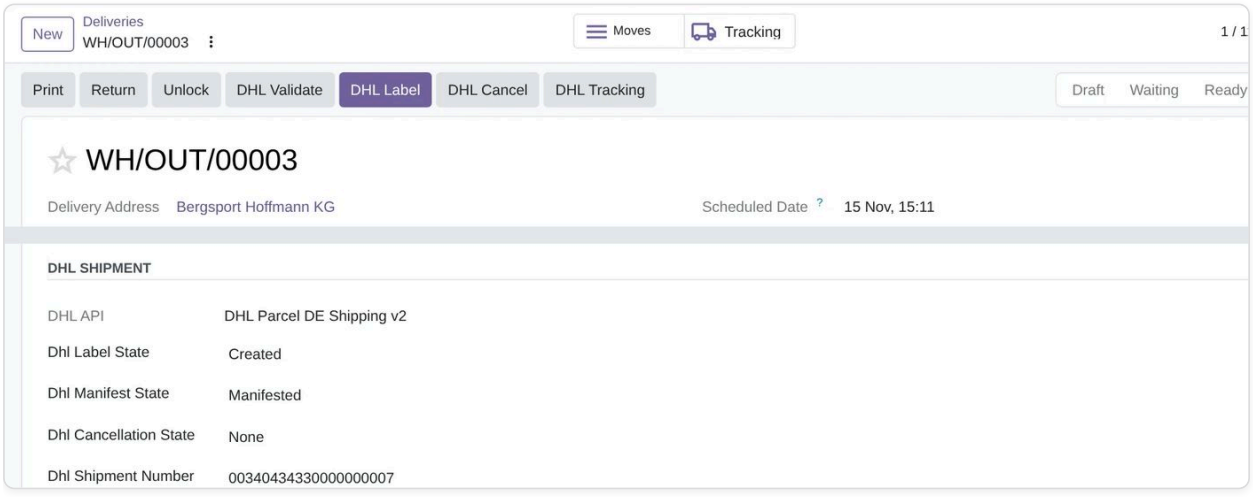
OPTION	WHEN CREATING IT	WHAT IT DOES
Dhl Log Retention Days	365	Number of days the logs are kept.
Parcel DE Product	**DHL Paket**	DHL product for this shipping method. Your billing number must include it in digits 11 and 12.
Parcel DE Profile	"STANDARD_GRUPPENPROFIL", the standard DHL profile	Business customer portal user group profile from DHL.
Price per shipment	Empty	Price Odoo charges for this shipping method. Parcel DE has no rate API, so enter the price from your contract.
Express Product Code	P	DHL Express product used to calculate the price and to ship.
Book a pickup with each shipment	Off	Checkbox: DHL Express books a pickup with each shipment. If 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 is always set to **FlexigoTech Cloud** when creating the shipping method. If DHL gave you a different billing number for pickups, it goes in **Parcel DE Pickup Billing Number**; if not, the shipment billing number is used.

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7 Labels and shipping

From the delivery order you validate the shipment or create the DHL Parcel DE or DHL Express label, and you can also cancel it.



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

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

Delivery order buttons

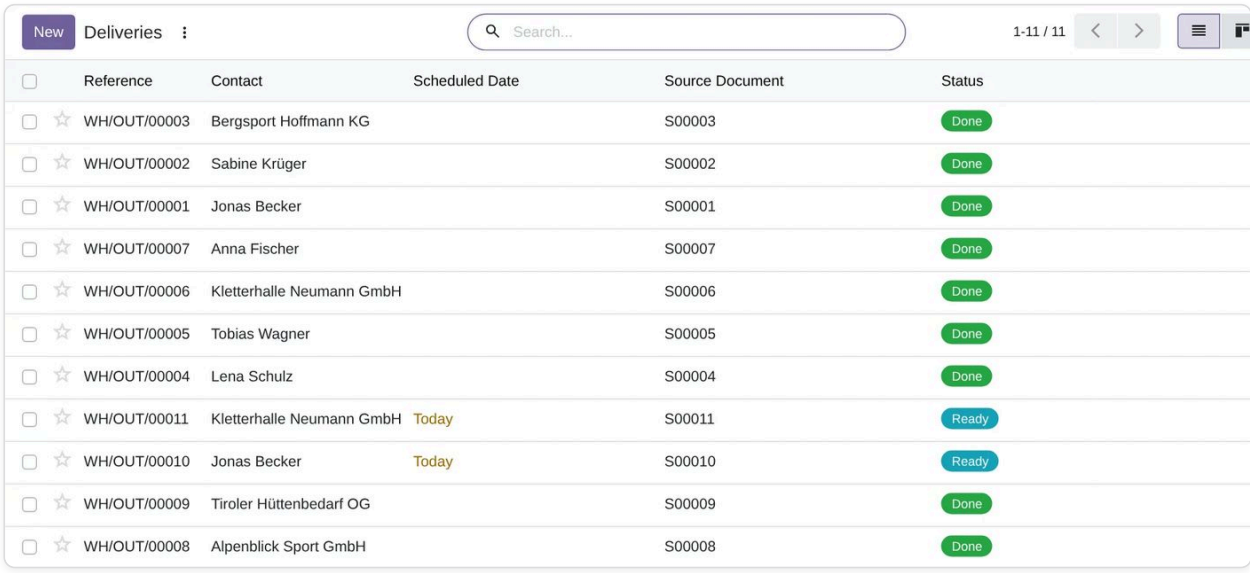
DHL Validate	Asks DHL to check the shipment without creating the label. Hidden if the delivery order has no shipping method.
DHL Label	Creates the shipment at DHL and stores the label on the delivery order. Hidden if the delivery order has no shipping method.
DHL Cancel	Cancels the shipment. Only appears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

Statuses

Dhl Label State starts at **No Label**, changes to **Validated Only** with **DHL Validate**, to **Created** with the label and to **Cancelled** when cancelled. **Dhl Manifest State** is **Not Manifested**, **Ready** (with label and without manifest) or **Manifested**. **Dhl Cancellation State** changes from **None** to **Cancelled** when cancelled.

1 **Open the delivery order**

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



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

2 **Press DHL Label**

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

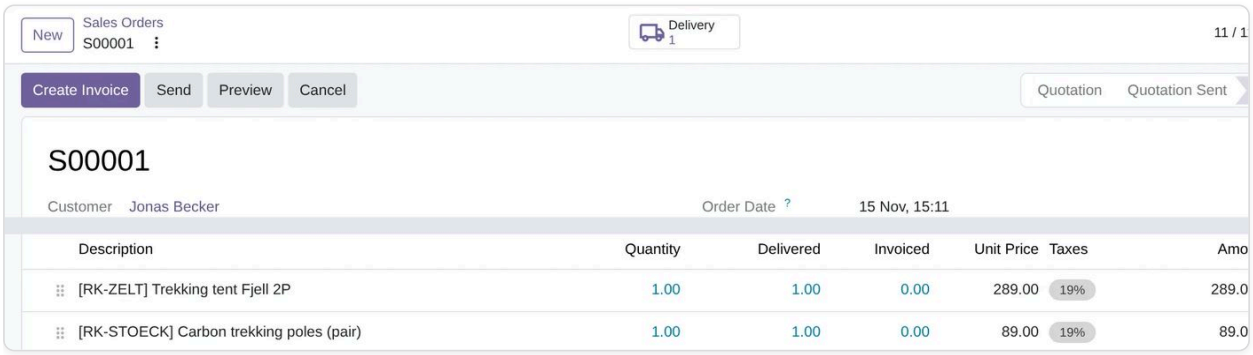
3 **Cancel if needed**

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

> A label cannot be created for a delivery order without weight, nor can a shipment already manifested be cancelled. DHL Express has no cancellation call: it is only cancelled in Odoo, the booked pickup is cancelled and a note is left on the delivery order. Parcel DE does not ship to the USA. There are no return labels either.

8 Shipping prices

The shipping price on the sales order comes from the DHL shipping method you choose: DHL Express asks DHL for it and DHL Parcel DE charges the fixed price you set.

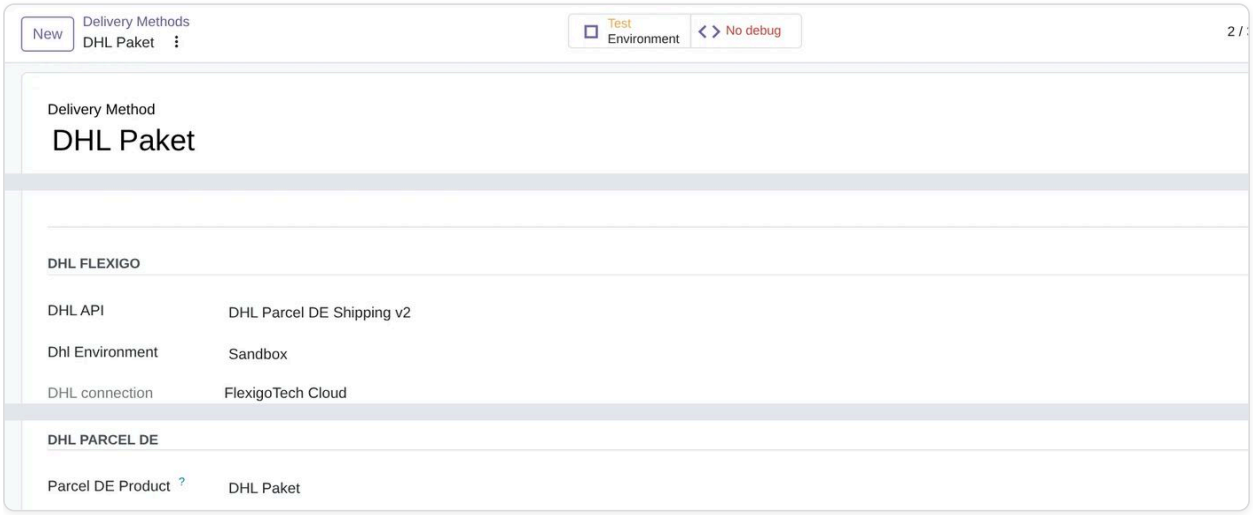


- **Real Odoo 20 screenshot.** Sales order S00001 for Jonas Becker.

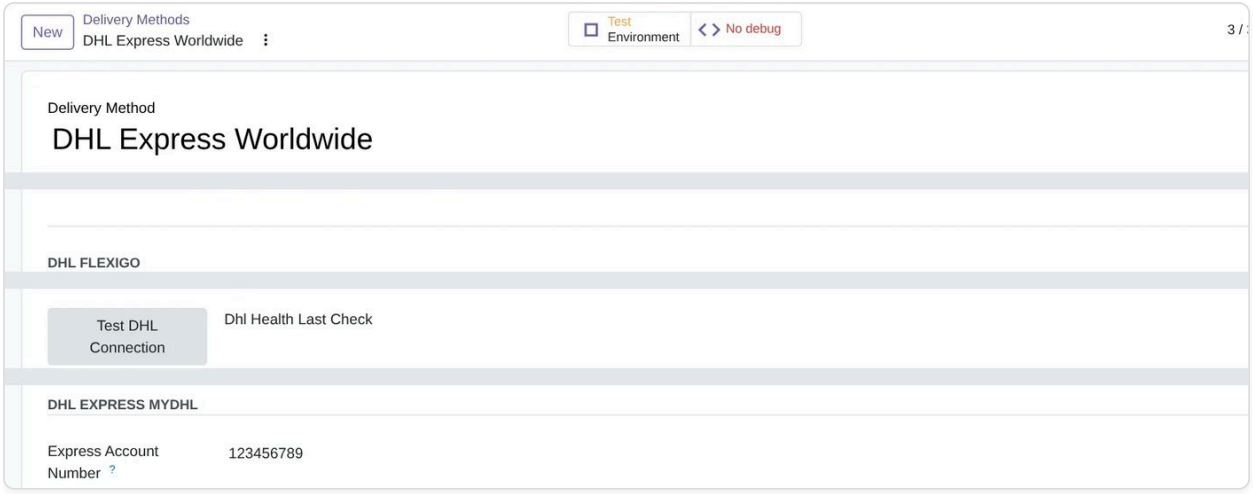
Where the price comes from

DHL Express	DHL gives the price for your account for that route, that weight and the **Express Product Code** product. Odoo converts it to the company currency.
DHL Parcel DE	DHL Parcel DE has no rate API. The order charges the **Price per shipment** of the shipping method, which is the price in your DHL contract.
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.** Shipping method DHL Paket, with its **DHL Flexigo** and **DHL Parcel DE** groups.



- **Real Odoo 20 screenshot.** Shipping method DHL Express Worldwide, 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 states which ones your account has for each route.
Express Account Number	Your DHL Express account, 9 digits.

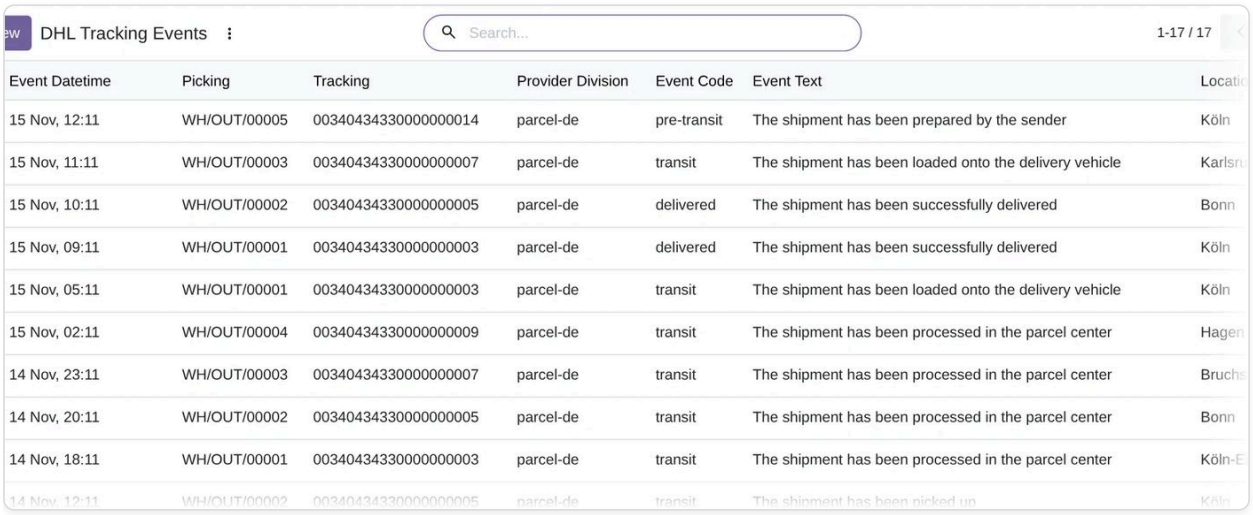
How it is calculated with DHL Express

1. **Choose the shipping method on the order**
   Odoo asks DHL for the price for that route, that weight and the **Express Product Code** product.
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 you create it is passed to the delivery as the shipping cost and, if the shipping method invoices the actual cost, to the order.

> The DHL Express price needs the weight of the products, the route and a product DHL offers on that route. If the weight is missing, if DHL does not offer the **Express Product Code** product 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 a wrong price.

9 Tracking

The connector asks DHL for the events of each shipment and stores them in **Tracking Events**, inside **DHL Operations**.



Event Datetime	Picking	Tracking	Provider Division	Event Code	Event Text	Locati
15 Nov, 12:11	WH/OUT/00005	00340434330000000014	parcel-de	pre-transit	The shipment has been prepared by the sender	Köln
15 Nov, 11:11	WH/OUT/00003	00340434330000000007	parcel-de	transit	The shipment has been loaded onto the delivery vehicle	Karlsru
15 Nov, 10:11	WH/OUT/00002	00340434330000000005	parcel-de	delivered	The shipment has been successfully delivered	Bonn
15 Nov, 09:11	WH/OUT/00001	00340434330000000003	parcel-de	delivered	The shipment has been successfully delivered	Köln
15 Nov, 05:11	WH/OUT/00001	00340434330000000003	parcel-de	transit	The shipment has been loaded onto the delivery vehicle	Köln
15 Nov, 02:11	WH/OUT/00004	00340434330000000009	parcel-de	transit	The shipment has been processed in the parcel center	Hagen
14 Nov, 23:11	WH/OUT/00003	00340434330000000007	parcel-de	transit	The shipment has been processed in the parcel center	Bruchs
14 Nov, 20:11	WH/OUT/00002	00340434330000000005	parcel-de	transit	The shipment has been processed in the parcel center	Bonn
14 Nov, 18:11	WH/OUT/00001	00340434330000000003	parcel-de	transit	The shipment has been processed in the parcel center	Köln-E
14 Nov, 12:11	WH/OUT/00002	00340434330000000005	parcel-de	transit	The shipment has been picked up	Köln

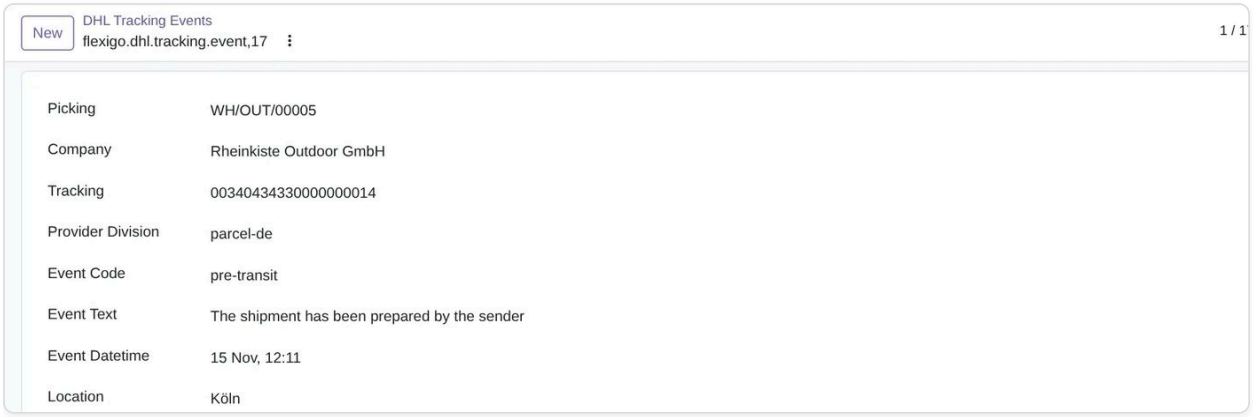
- **Real Odoo 20 screenshot.** List **DHL Tracking Events** with one event per line: delivery order, tracking, code, text and location.

Where the events come from

- With the **DHL Tracking** button on the delivery order, 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 leave 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 the event belongs to.
Tracking	The tracking number of the shipment.
Provider Division	The DHL division that reports the event.

Event Code and **Event Text**	The code and text of the event, as given by DHL.
Event Datetime and **Location**	When and where it happened.
Last Successful Sync	When the event was stored in Odoo.

Each event is stored only once. When DHL marks it as delivered, the delivery order gets **Delivered (DHL)** ticked. Customers see the events on their shipment status page.

Delivery order buttons

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

Steps

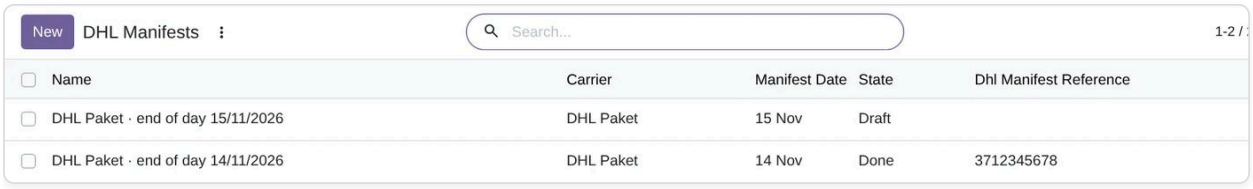
1. **Open the delivery**
   In **Inventory**, open **Deliveries** and enter the delivery order for the shipment.
2. **Press DHL Tracking**
   Odoo asks DHL for the events and stores them.
3. **Review the events**
   See them in **DHL Operations › Tracking Events**.

> The module does not send tracking emails to the customer. It installs the **DHL Tracking Update** template, but no button or 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.

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10 Manifests

A manifest is the end-of-day closeout for a Parcel DE shipping method: it stores the document and records whether DHL accepted it.



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

Manifests are under **DHL Operations › Manifests**, which opens the **DHL Manifests** list. Each 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 manually 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. It is not shown when the manifest is in **Done**.

Request DHL Pickup	Requests the collection from DHL. It is not shown when there is already a **DHL Pickup Order**.
Cancel DHL Pickup	Cancels the pickup. It is only shown when there is already a **DHL Pickup Order**.

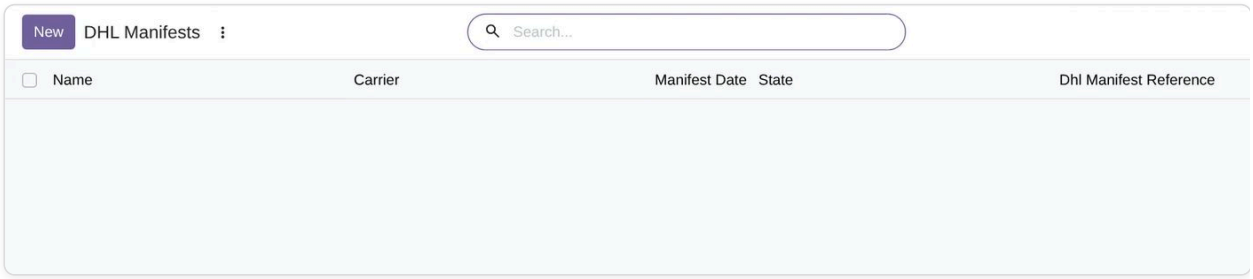
Statuses

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 manually

1 **Open the list**

Go to **DHL Operations › Manifests**.



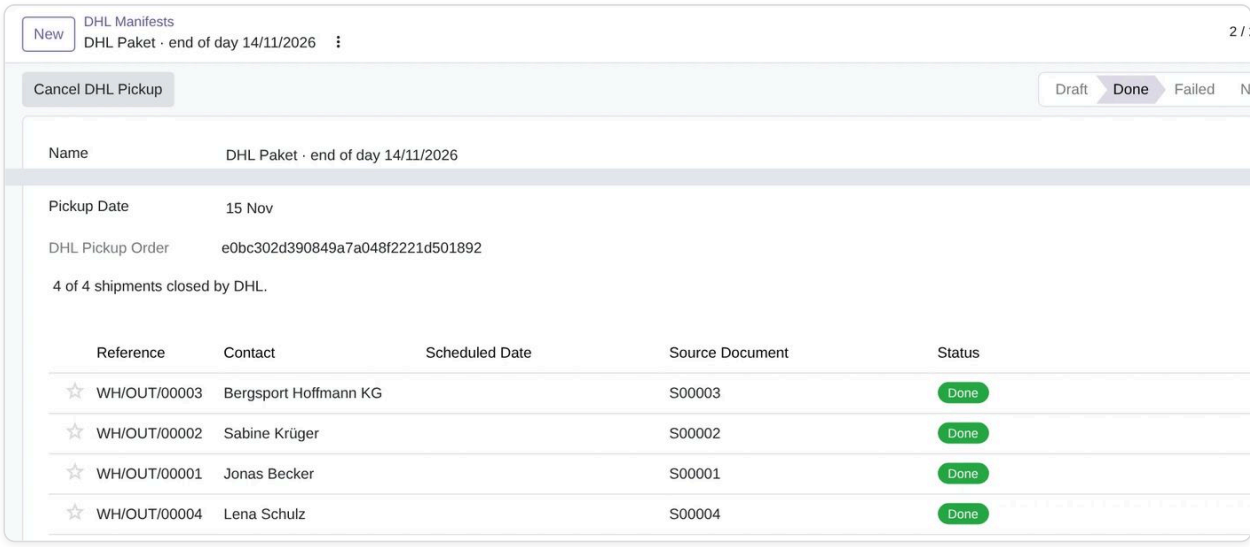
- **Real Odoo 20 screenshot.** The **DHL Manifests** list with no manifests.

2 **Create or open a manifest**

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

3 **Press Close DHL Manifest**

The status changes to **Done** or **Failed**. If you did not select any deliveries, all labelled deliveries for that shipping method without a manifest are included, and they appear in **Included Pickings**. The day's document is stored in **Document Attachment** and DHL's sheets in **Dhl Manifest Reference**.



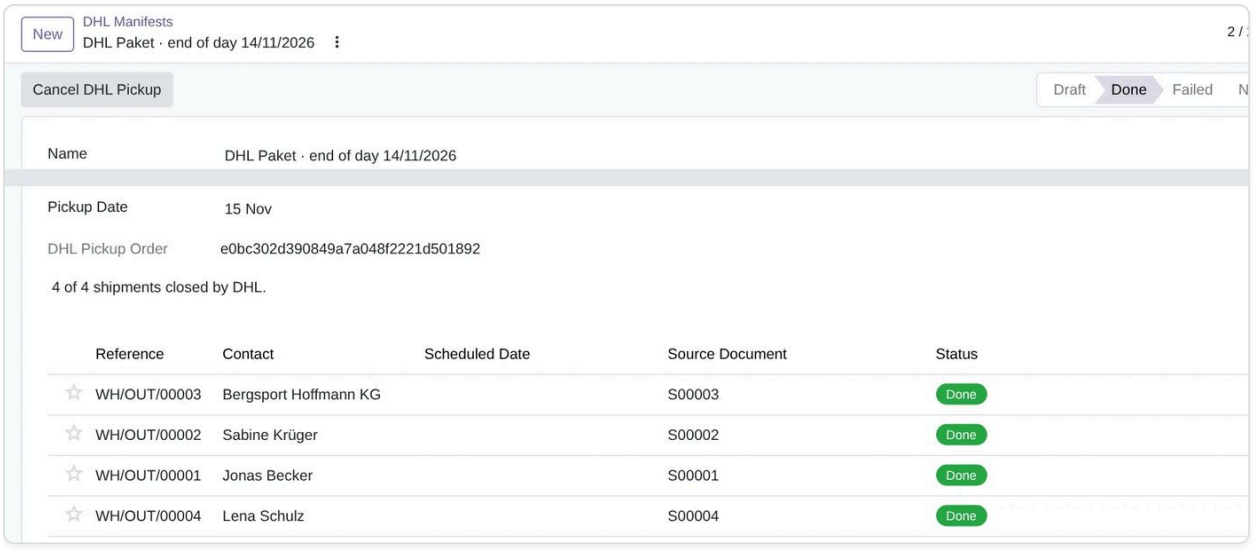
- **Real Odoo 20 screenshot.** A closed manifest (**Done**), with its four deliveries and the **Cancel DHL Pickup** button.

> 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 shipments collected, use **Request DHL Pickup**.

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11 Pickups

Here you ask DHL to collect your shipments: for Parcel DE from a manifest, and for DHL Express with each shipment or from a manifest. You can also cancel the pickup.



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

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

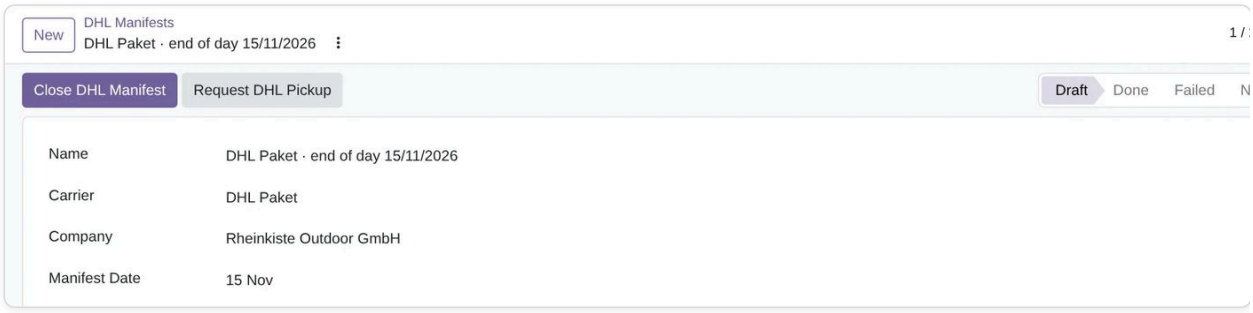
With DHL Express there are two options. With **Book a pickup with each shipment** ticked on the shipping method, DHL books a courier with each shipment, and their number appears in **DHL Express Pickup** on the delivery order. With that box unticked, you book a single pickup for several shipments from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

Close DHL Manifest	Closes the Parcel DE day. It is not shown when the manifest is in **Done**.
Request DHL Pickup	Requests the collection from DHL. It is not shown when the manifest already has a **DHL Pickup Order**.
Cancel DHL Pickup	Cancels the requested pickup. It is not shown when the manifest has no **DHL Pickup Order**.

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

1. **Open the manifest**

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



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

2. **Press Request DHL Pickup**

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

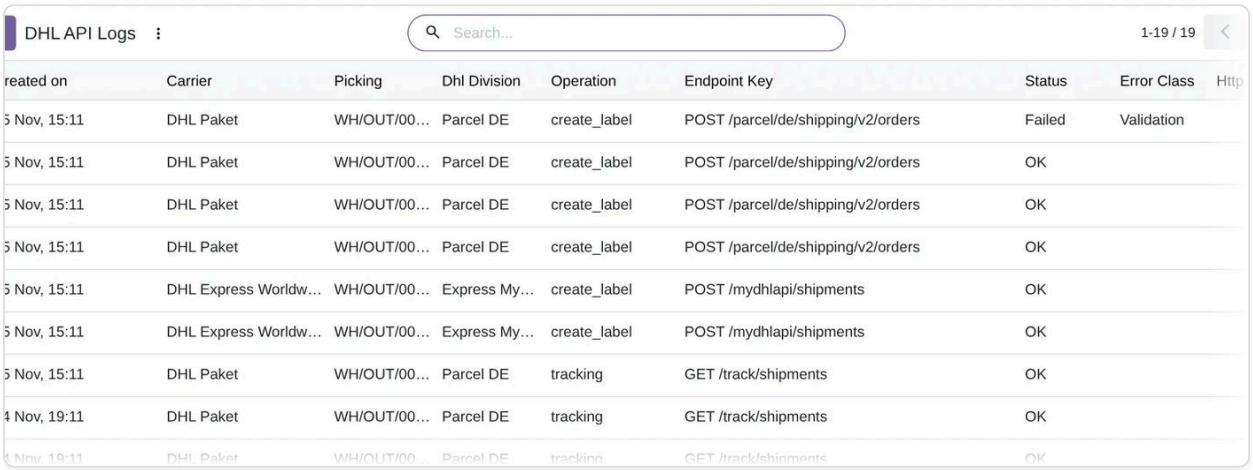
3. **Cancel if needed**

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

> A Parcel DE pickup can only be requested in Germany and with the street, house number, postcode and city of the warehouse. DHL Express has no end-of-day closeout: to arrange collection, use **Request DHL Pickup**.

12 API log

The API log keeps one line for each call the connector makes to DHL, with its operation, its status and the error if there was one.



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

You find it under **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.

Clean-up is also automatic. The scheduled task **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 used for the call.
Picking	The delivery 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 response code from DHL.
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** says what type.
- **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 at a failed call

1 Open the menu

Go to **DHL Operations › API Logs** and find 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 record shows the shipping method, the delivery, the operation and the error class.

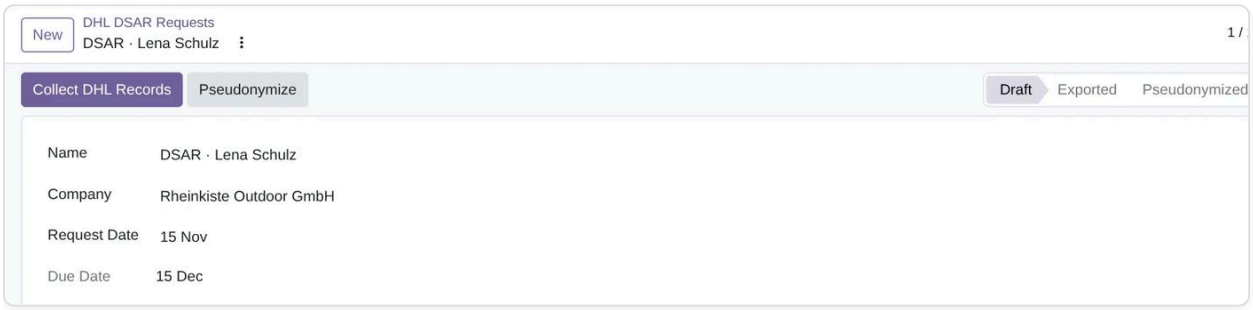
3 Check the tabs

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.

13 Privacy and DSAR

When a person exercises their privacy rights, from **DHL Operations › DSAR Requests** you count their DHL shipments, and the personal data in the module's own records is replaced with a pseudonym.



- **Real Odoo 20 screenshot.** The 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 for responding.

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 as **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 press New.



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

2 Identify the person

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

3 Press Collect DHL Records

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

4 **Press Pseudonymize**

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

> Odoo contacts and delivery orders and the label documents issued by DHL are not changed. If the data belongs to more than one person, Odoo does not continue and asks you to indicate only the contact of the person in the request.

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14 Annual report

The annual report counts, by company, year and shipping method, the calls to DHL that were kept in the log and how many of them failed.



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

Open it from **DHL Operations › Annual Operations Report**. It opens a wizard window, not a list of records.

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

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

1 **Open the report**

Go to **DHL Operations › Annual Operations Report**.

2 **Choose the data**

Check **Company** and **Year**, and pick 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** is shown 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 calls that are still in the API log.

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15 What happens automatically

The connector includes three scheduled actions that Odoo runs on its own, without you pressing anything.

ACTION	FREQUENCY	WHAT IT DOES
DHL Tracking Sync	Every hour. Enabled by default.	Checks the tracking of up to 10 shipments per run, with 5 seconds between calls. It starts with those that have gone longest without being checked and removes those already delivered from the list. If DHL replies with "too many requests", the action stops and waits for the time DHL indicates.
DHL Manifest Closeout	Every day. Enabled by default.	Closes the day (manifest) of 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 action.
DHL API Log Retention	Every day. Enabled by default.	Deletes the API logs older than the days set in **Dhl Log Retention Days** on their shipping method. If that field is empty, it uses 365 days.

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

16 If something fails

These are the most common cases and where to look for each one.

No 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 requires **API Key**, **API Secret** and **GKP/OAuth Password**, with the username **Parcel DE GKP/OAuth Username** (in **Sandbox**, no username or password is needed; use DHL's test credentials). DHL Express requires **API Secret** together with **Express API Key**. If you change the environment, the API or the username, save them again.
You are not sure whether the cloud is storing 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 showing them.
You cannot 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 actions stop calling with that shipping method and count it in the health report. They only call with shipping methods that have their credentials stored in the cloud and the service active. In a test copy of the database they only read tracking and do not create anything in DHL.

17 Support

Write to us for installation, configuration or any question. With the Standard plan we reply within 1 business day; with the Pro plan, within 4 business hours, and if needed we can go through it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

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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