

A SOLUTIONS-BASED GUIDE TO SHIPMENT GENERATION AND PRINTING LABELS

WITH DHL ECOMMERCE UK



DHL eCommerce - Excellence. Simply Delivered.

Our solutions are designed to meet the diverse needs of our customers, ensuring seamless and reliable label generation. Below is a high-level overview of the available options, helping you identify the best fit for your business requirements.



1. UNIVERSAL SHIPPING PLATFORM (SHIP)

BEST FOR:

Businesses of all sizes looking for an all-in-one solution.

WHY CHOOSE IT?

Provides a user-friendly, scalable solution with minimal setup and no development required.

WHAT IS SHIP?

SHIP is a versatile online platform designed for efficient label generation and shipment management, accessible through any standard web browser.

It offers a range of options to suit various business needs, ensuring flexibility and scalability:

- **Manual Input:** Create labels directly by entering shipment details manually, perfect for businesses with low shipping volumes or ad-hoc requirements.
- **Upload Customer Address Database:** Simplify operations by uploading a pre-existing customer address database, reducing repetitive data entry, and improving accuracy.
- **Multi-Terminal Access:** Operate SHIP from multiple terminals simultaneously, supporting several printers on a network, making it ideal for busy shipping environments.
- **Automated Label Printing:** Streamline your workflow by importing shipment data through CSV or TXT files. SHIP processes the file and automates label creation, saving time and reducing errors for businesses handling high shipping volumes.
- **SHIP Marketplace:** Connect SHIP to specific eCommerce platforms, enabling the automatic transfer of shipment data to the SHIP interface for seamless label printing.
- **Track Your Shipments:** Easily track the status of your shipments in real time through SHIP's intuitive user interface, providing up-to-date information at your fingertips.

SHIP's intuitive design and robust features make it an essential tool for businesses of all sizes, ensuring a seamless and efficient label printing process.

TYPICAL INTEGRATION TIMES

Manual Input/SHIP Marketplace/Tracking
– Same day (supported by your sales contact).

Complex set up – 1-5 business days, depending on the requirements, the need for an on-site visit, and whether all prerequisites are met.



2. API INTEGRATION

BEST FOR:

Businesses with existing systems looking for seamless label integration.

WHY CHOOSE IT?

Enables efficient, hands-off operations for businesses with technical capabilities.

WHAT IS THE DHL ECOMMERCE UK API?

It's a comprehensive and developer-friendly solution designed to integrate seamlessly with your existing systems, offering unparalleled flexibility and control over your shipping operations.

Here's what makes it a powerful choice:

- **Developer-Driven Solution:** The API is our go-to solution for businesses with technical resources. You'll need a developer to integrate this option into your systems.
- **Dedicated Developer Portal:** Access all development resources, including documentation, test tools, and support, at <https://developer.dhl.com/api-reference/ecommerce-uk>. The portal allows you to review and test the API before integrating it into your environment.
- **Flexibility and Control:** Customers can develop at their own pace, with only an active pickup account number and test credentials needed to get started. These can be arranged through your sales or account manager.
- **Comprehensive Capabilities:** The API supports all products and services, including:
 - Domestic and international shipment label printing.
 - Booking ad-hoc collections.
 - Arranging returns and carriage forwards.
 - ServicePoint access for drop off and collections.
 - Shipment tracking.
- **Dedicated Support:** For customers requiring specific assistance, a dedicated analyst can be arranged to discuss and support your integration. This can be coordinated through your sales or account manager.

The API is ideal for businesses seeking a tailored, robust, and scalable shipping solution, enabling smooth and efficient shipping operations while aligning with your technical capabilities.

TYPICAL INTEGRATION TIMES

Dependent on customer development time, typically 2-4 weeks.



3. EDI SELF-LABEL

BEST FOR:

Businesses needing flexibility and control over label printing for domestic shipments.

DOMESTIC PRODUCT:

Self-Label supports domestic shipments only.

WHAT IS EDI SELF-LABEL?

Self-Label is a tailored solution designed for businesses with specific requirements for domestic outbound shipments. It offers a customised approach to label creation and electronic manifesting but requires dedicated development resources.

Key features and considerations include:

- **Limited Product and Service Range:** Self-Label primarily supports domestic outbound shipments, with fewer products and services available compared to other solutions.
- **Developer-Driven Integration:** This solution requires a developer to integrate and can take longer to implement than the API due to the complexity of setup and testing.
- **On-going Maintenance:** Updates to the system, as required by DHL eCommerce UK, must be managed by your developer, ensuring the solution always remains compliant and functional.
- **Electronic Manifest and Postcode Gazetteer Files:** Development involves creating a label and electronic manifest file that aligns with DHL eCommerce UK's postcode gazetteer files, ensuring compliance and accuracy. This requires a robust and thorough testing period.
- **Data Transfer via SFTP:** All data transfers are conducted securely through SFTP to DHL eCommerce UK, ensuring reliability and security in data handling.

Self-Label is ideal for businesses needing a highly customised solution for domestic shipments, provided they have the technical resources to support ongoing development and maintenance.

TYPICAL INTEGRATION TIMES

Dependent on customer development time, typically 4-6 weeks.

3PV

4. THIRD PARTY VENDOR (3PV)

BEST FOR:

Businesses looking to streamline their integration with our services without investing significant technical resources. 3PVs are best suited for businesses that need a quick and efficient setup, especially those without in-house developers or requiring a faster time-to-market. 3PVs also work well for companies managing shipments across multiple carriers, offering a flexible and centralised solution.

WHY CHOOSE A 3PV?

Using a 3PV simplifies the integration process with pre-tested, reliable connections to DHL services. They offer user-friendly interfaces, with advanced features such as reporting and inventory management, and the ability to manage multiple carriers from a single platform. With dedicated technical support and reduced development overhead, 3PVs enable businesses to focus on their operations while enjoying a robust and efficient shipping solution.

WHAT IS A 3RD PARTY PROVIDER INTEGRATION?

Third-party providers (3PVs) offer an alternative method for integrating DHL eCommerce UK services, leveraging pre-built integrations for faster and easier onboarding.

Key points to consider:

- **Integration:** 3PVs connect to DHL eCommerce UK through either our API or Self-Label solutions, depending on their configuration.
- **Check 3PV Compatibility:** Liaise with your sales or account contact to verify if the 3PV you're considering has an integration with DHL. Alternatively, you can review a list of accredited 3PVs integrated directly with DHL eCommerce UK [here](#).
- **Faster Onboarding:** Using a 3PV significantly reduces or eliminates the need for development and testing with DHL, speeding up the implementation process.
- **Product and Service Availability:** Each 3PV may offer a different range of DHL products and services. Ensure the 3PV supports your specific shipping requirements before proceeding.
- **Technical Support and Configuration:** Technical setup and support are primarily provided by the 3PV. Contact them for assistance before escalating issues to DHL.
- **Configuration and Setup:** Customer credentials, account numbers, and shipment ranges must be requested via your sales or account manager.

A 3PV integration is an excellent choice for businesses looking for a streamlined and efficient shipping solution without extensive development requirements. It's worth bearing in mind, though, that there would be additional costs associated with using a 3PV.

TYPICAL INTEGRATION TIMES

- Dependent on 3PV
- Integrated API 3PV – Same day once credentials have been provided.
- Integrated Self Label 3PV – 1-5 days once configurational details have been provided, 3PV set up agreed and relevant testing material approved.

All 3PV support is handled by the 3PV. DHL is not responsible for configuring and supporting another platform. Delays often occur when this distinction is not clear.