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1. Overview

Using this extension, Zoho Desk customers can easily connect their DHL account with the Zoho Desk and track the shipping by using tracking number and can be send the tracking details as email.

2. Extension Installation Steps

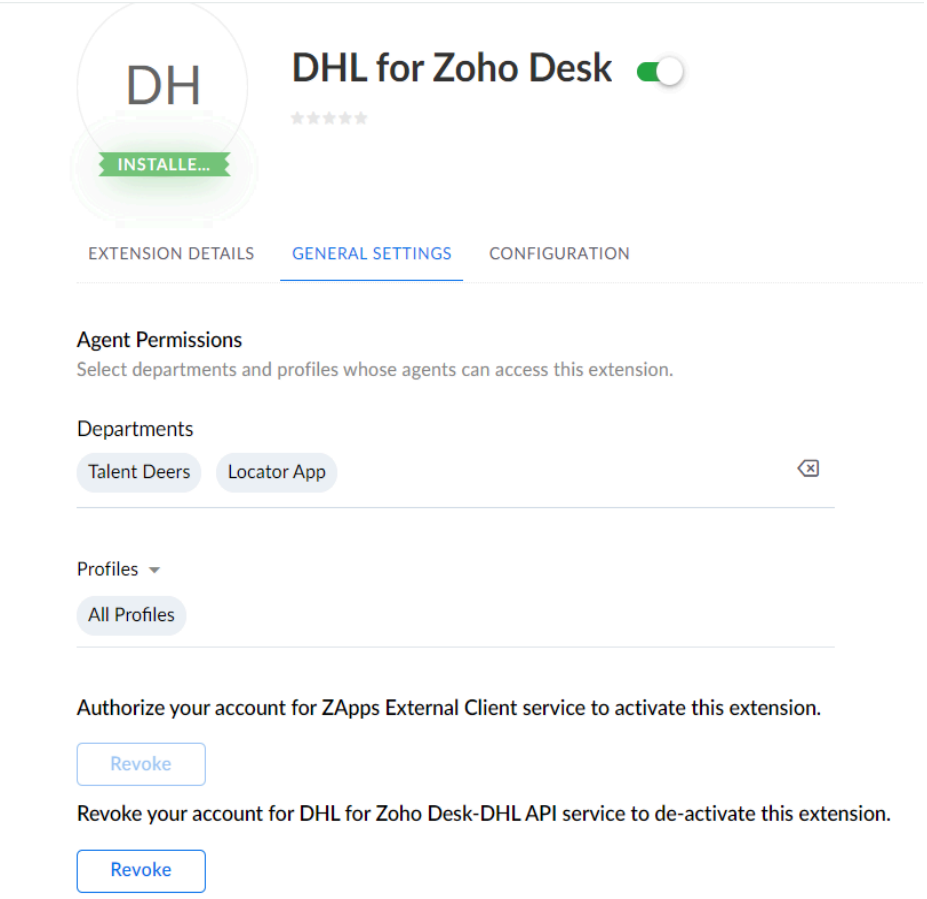
Go to Zoho Marketplace and search for “DHL for Zoho Desk” to locate the extension and install directly from the Marketplace. Also, you can install the DHL for Zoho Desk by logging in to your Zoho Desk account and follow the below installation steps.

To install the DHL for Zoho Desk:

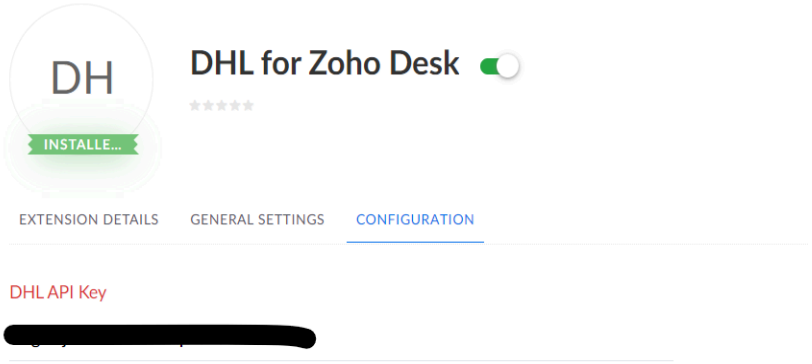
- Go to Setup -> Marketplace -> All. By default, all the Zoho Extensions currently installed within your Zoho Desk account are listed under “Installed Extensions” tab.
- Go to the “All Extensions” tab to view all available Extensions.
- Click All Extensions, browse/search for DHL for Zoho Desk.
- Click the Install button. Make sure you check the “Agree to the Terms of Service” checkbox and click Install.

3. Extension Configurations Steps in Zoho DESK

Once installed the extension, automatically the page will be redirected to the Extension Setting page. This page is for general settings



Once Save the above General Settings, the page will be redirect to the Configuration page. In this page, you have to give the DHL API Key. Please find the below screenshot.



This DHL API Key is helps to connect your Zoho Desk with DHL Account.

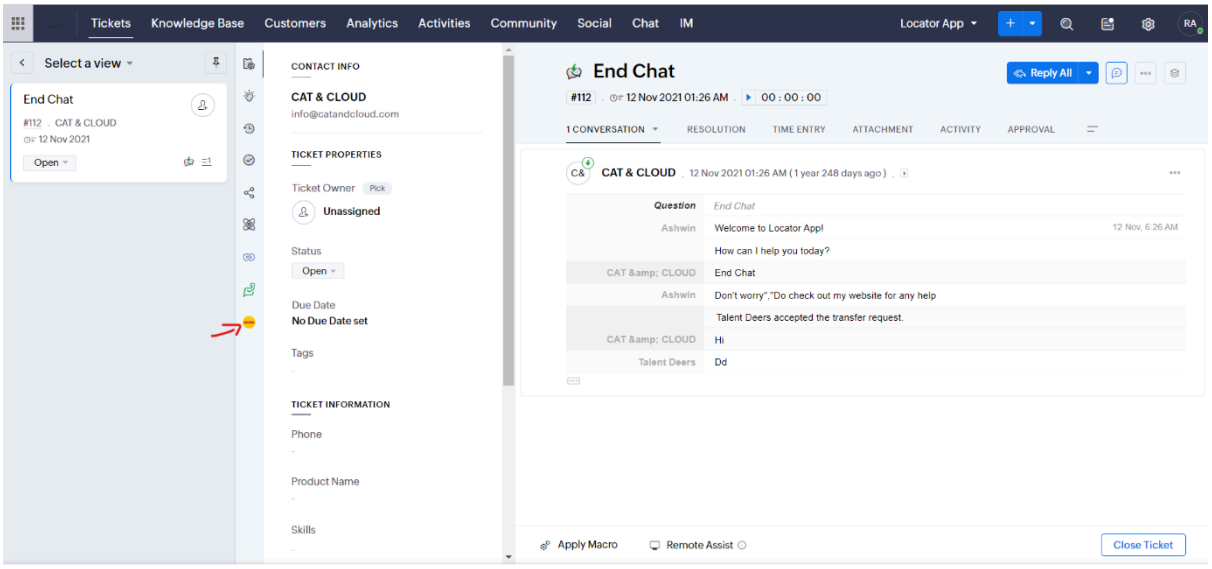
4. Steps to Get the DHL API Key

To get the API Key from DHL account, please follow the below steps:

- Log into your https://developer.dhl.com/user/login with appropriate credentials.
- Navigate to **Apps** → **Create App** and give the information and select the "Shipment Tracking - Unified" and Save . The API Key will appear in the app details.

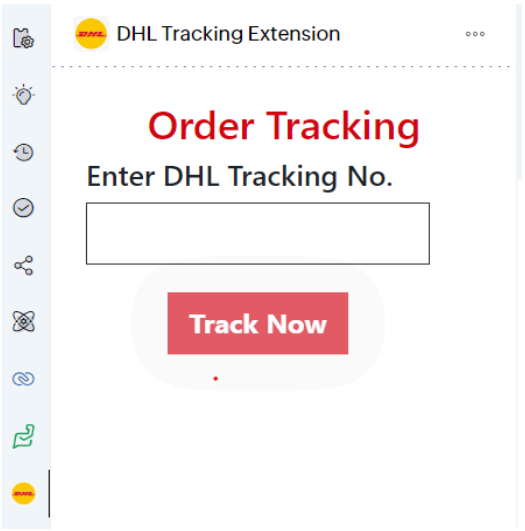
5. Extension Functionality

Once done all the setup in the DHL Extension it's ready to use the below functionality. After successful installation of the extension the following icon has been created in the Zoho DESK Tickets module and it's placed like below screenshot.

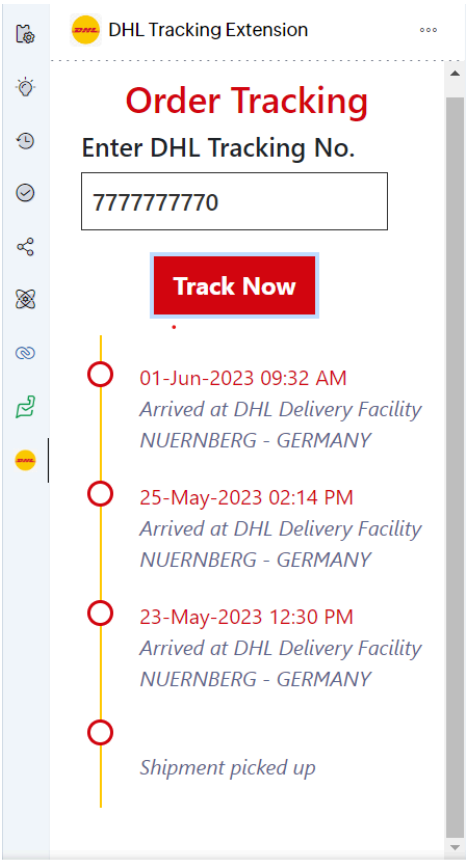


5.1 DHL Shipment Tracking by Tracking Number

In the tickets module, the below screen will appear while you click on DHL icon.

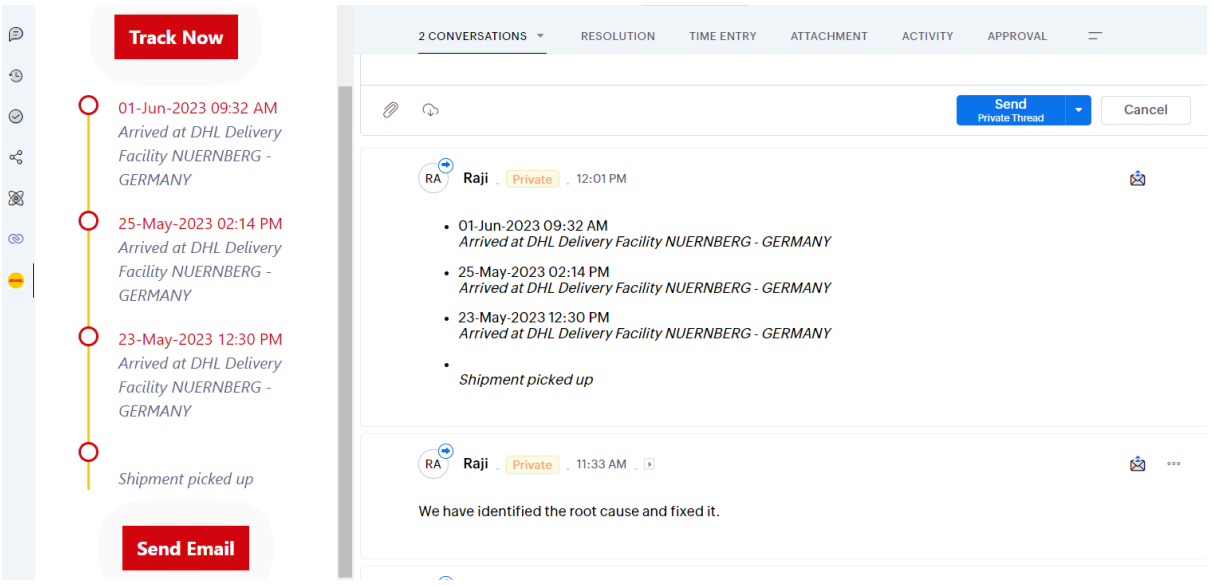


If you gave the existing tracking number for any shipments, then the tracking details will be appearing like the below screenshot



5.2 Send Email Reply

After getting the tracking details, through this extension we can send those details as an email to the customer by a single click. This feature has been mentioned in the below screen.



6. Extension Limitations

Due to the API limitation, Please find the below list of limitations in this extension.

- We can try only 250 tracking requests per day.

7. Extension Uninstallation Steps

Uninstalling this extension from Zoho DESK will delete all its associated data.

To uninstall DHL Extension, please follow the below steps:

- Go to Setup -> Marketplace -> Installed Extensions. All the installed Extensions will be listed.
- Browse for DHL Extension and click on Uninstall link.
- Click Okay to confirm in the confirmation pop-up that follows. The Extension will be uninstalled.