



# MYDHL+

## GUIDE TO MIGRATING CONTACTS IN ADDRESS BOOK

**DHL Express – Excellence. Simply delivered.**

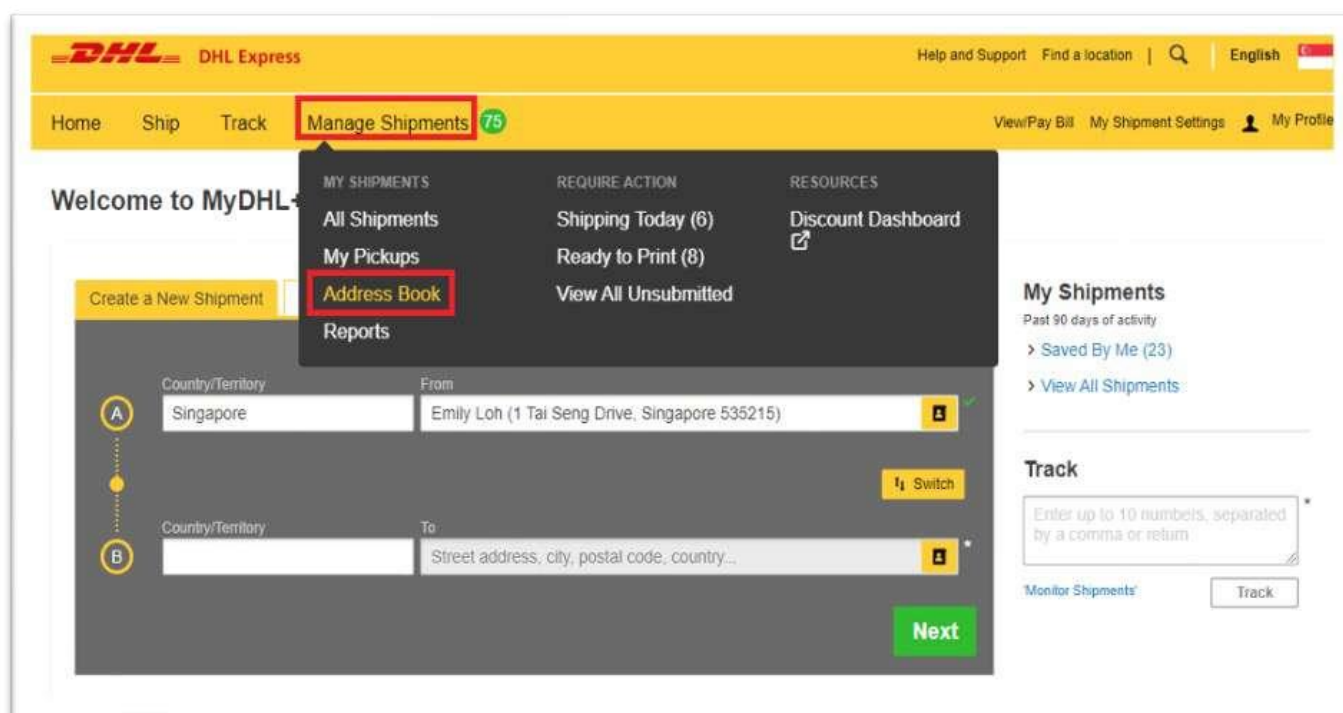


# INTRODUCTION

The easiest way to transfer your MyDHL+ contacts in the address book from one MyDHL+ account to another is to use the MyDHL+ Address Book Download and Upload option. This is useful for an easy and seamless process of transferring your contacts.

## STEP 1:

Login to MyDHL+, go to **Manage Shipment** and select **Address Book**.



## STEP 2:

In the Address Book, **click on the checkbox on the left side of the screen** to select and download all contacts.

The screenshot shows the DHL Express Address Book interface. At the top, there is a yellow header with the DHL logo and navigation links. Below the header, the 'Address Book' tab is selected. A search bar and a dropdown menu are visible. The 'Actions' dropdown is highlighted with a red box. The table below shows two contacts: 'MC Tan' and 'testmy2'. The 'testmy2' contact is selected, indicated by a checked checkbox in the first column. A blue banner at the top of the table indicates '1 Selected' and provides a link to 'Select all 1 addresses'.

<input checked="" type="checkbox"/>	Nickname ▾	Name	Address	City	Country	
1 Selected. <a href="#">Select all 1 addresses</a>						
		MC Tan	2 Tai SENG DRIVE	SINGAPORE	Singapore	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Create Shipment</a>
<input checked="" type="checkbox"/>	testmy2	testmy2	TEST3	JOHOR	Malaysia	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Create Shipment</a>

1 - 2 of 2

## STEP 3:

Click on **Actions** > select **Download Selected**.

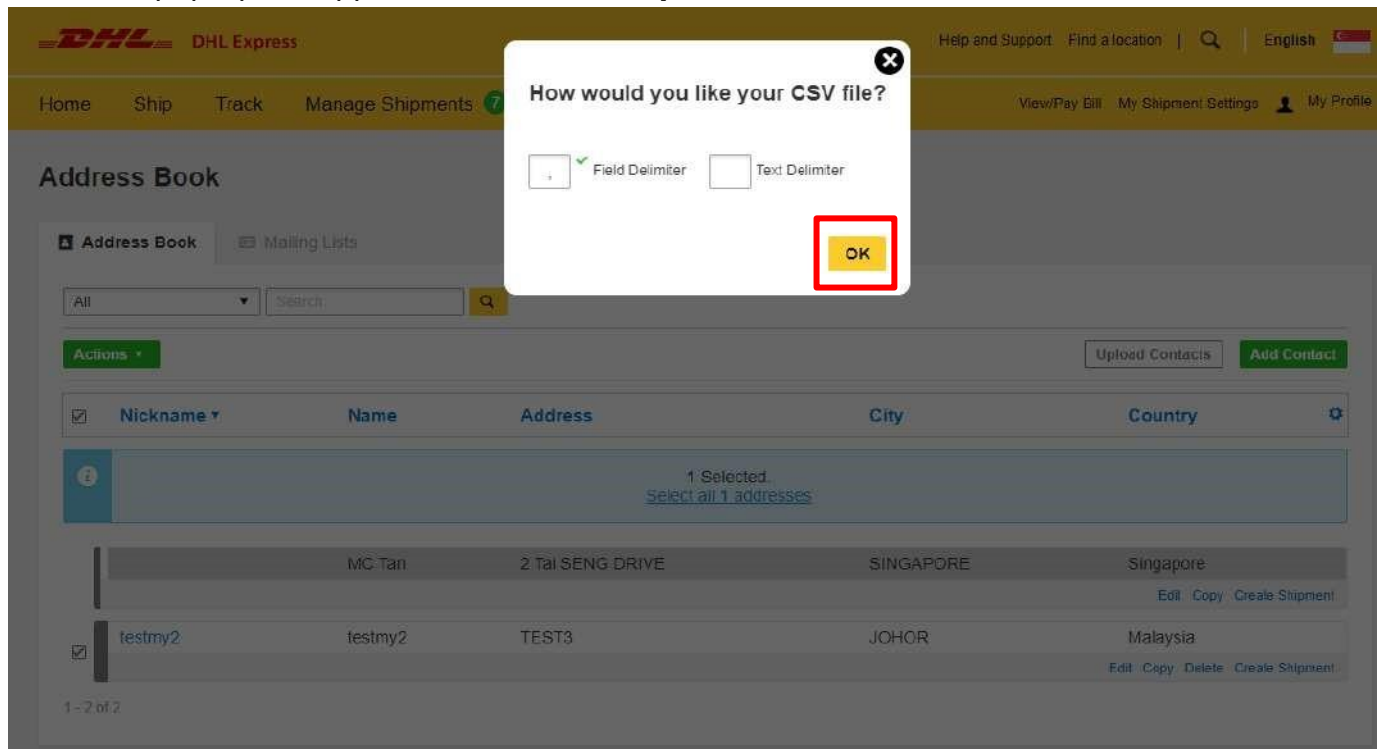
The screenshot shows the DHL Express Address Book interface with the 'Actions' dropdown menu open. The 'Download Selected' option is highlighted with a red box. The table below shows the same two contacts as in the previous screenshot, with 'testmy2' selected.

<input checked="" type="checkbox"/>	Nickname ▾	Name	Address	City	Country	
1 Selected. <a href="#">Select all 1 addresses</a>						
		MC Tan	2 Tai SENG DRIVE	SINGAPORE	Singapore	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Create Shipment</a>
<input checked="" type="checkbox"/>	testmy2	testmy2	TEST3	JOHOR	Malaysia	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Create Shipment</a>

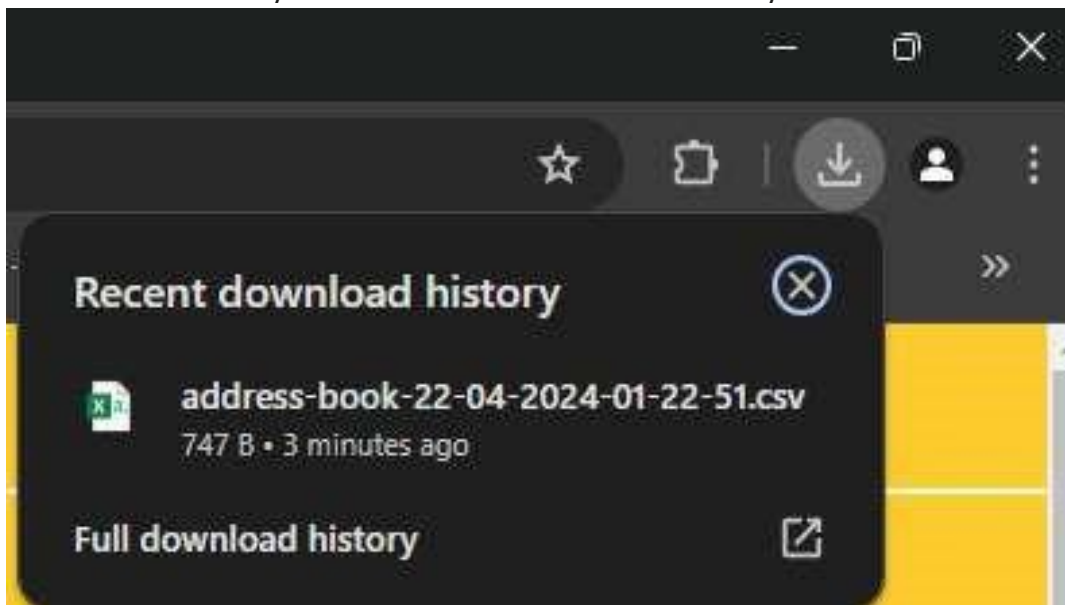
1 - 2 of 2

## STEP 4:

The below pop-up will appear. Click on **“OK”** to proceed.

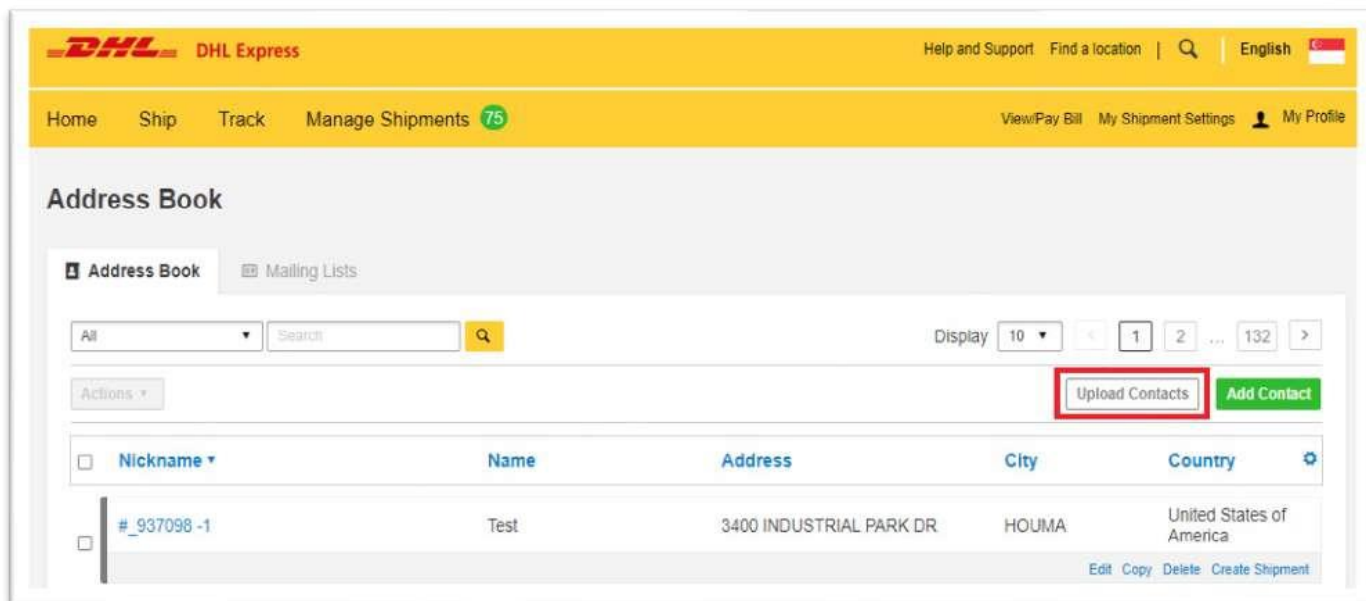


This will download your address book in CSV format to your PC.



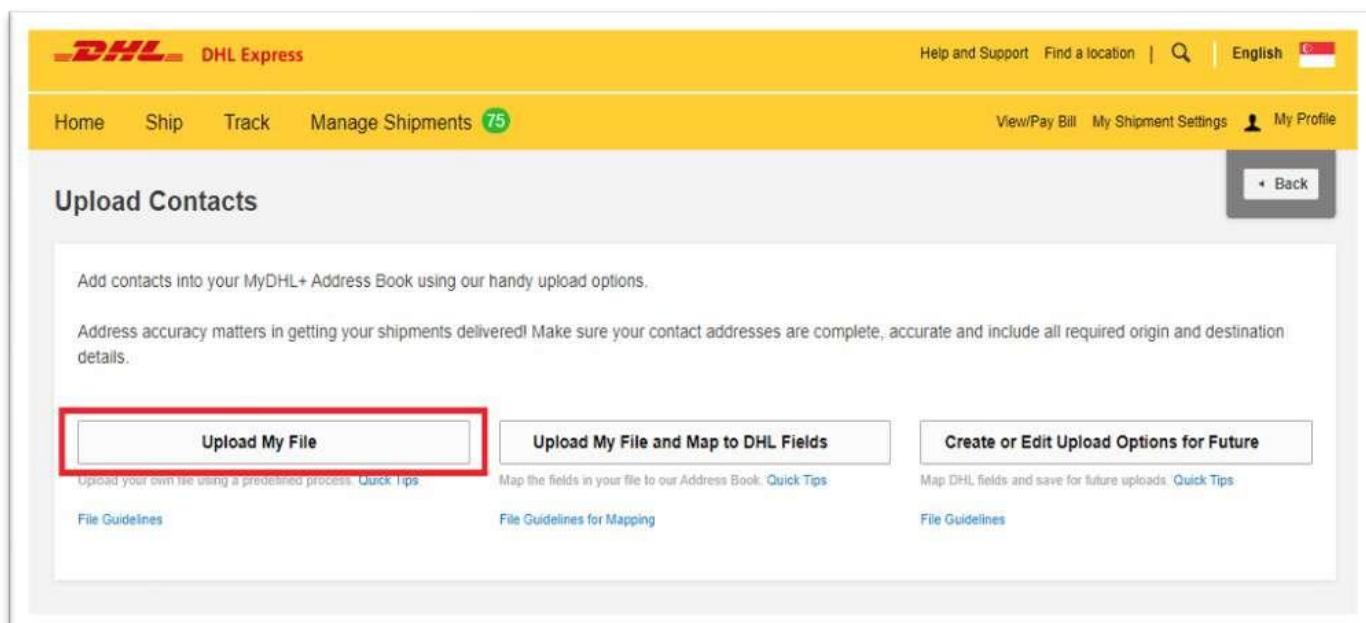
## STEP 5:

From the other MyDHL+ account, go to **Manage Shipments** and select **Address Book**, then select **Upload Contacts**.



## STEP 6:

Click **Upload My File**.



## STEP 7:

Select **MyDHL+ Upload**.

**Upload Contacts**

Add contacts into your MyDHL+ Address Book using our handy upload options.

Address accuracy matters in getting your shipments delivered! Make sure your contact addresses are complete, accurate and include all required origin and destination details.

**Upload My File**

Upload your own file using a predefined process. [Quick Tips](#)

[File Guidelines](#)

**Upload My File and Map to DHL Fields**

Map the fields in your file to our Address Book. [Quick Tips](#)

[File Guidelines for Mapping](#)

**Create or Edit Upload Options for Future**

Map DHL fields and save for future uploads. [Quick Tips](#)

[File Guidelines](#)

Upload Options

Select One

Select One

**MyDHL+ Upload**

## STEP 8:

Select **File contains column headers** and select **Yes to truncate details that exceed field maximums**.

Change the **Field Delimiter** to “,” then click **Upload**.

Upload Options

MyDHL+ Upload

☒ File contains column headers

Do you want to truncate any details that exceed field maximums? [i](#)

☒ Yes

If your file contains duplicate people do you want to: [i](#)

Ignore - do not upload duplicates

☒ Field Delimiter ☐ Text Delimiter

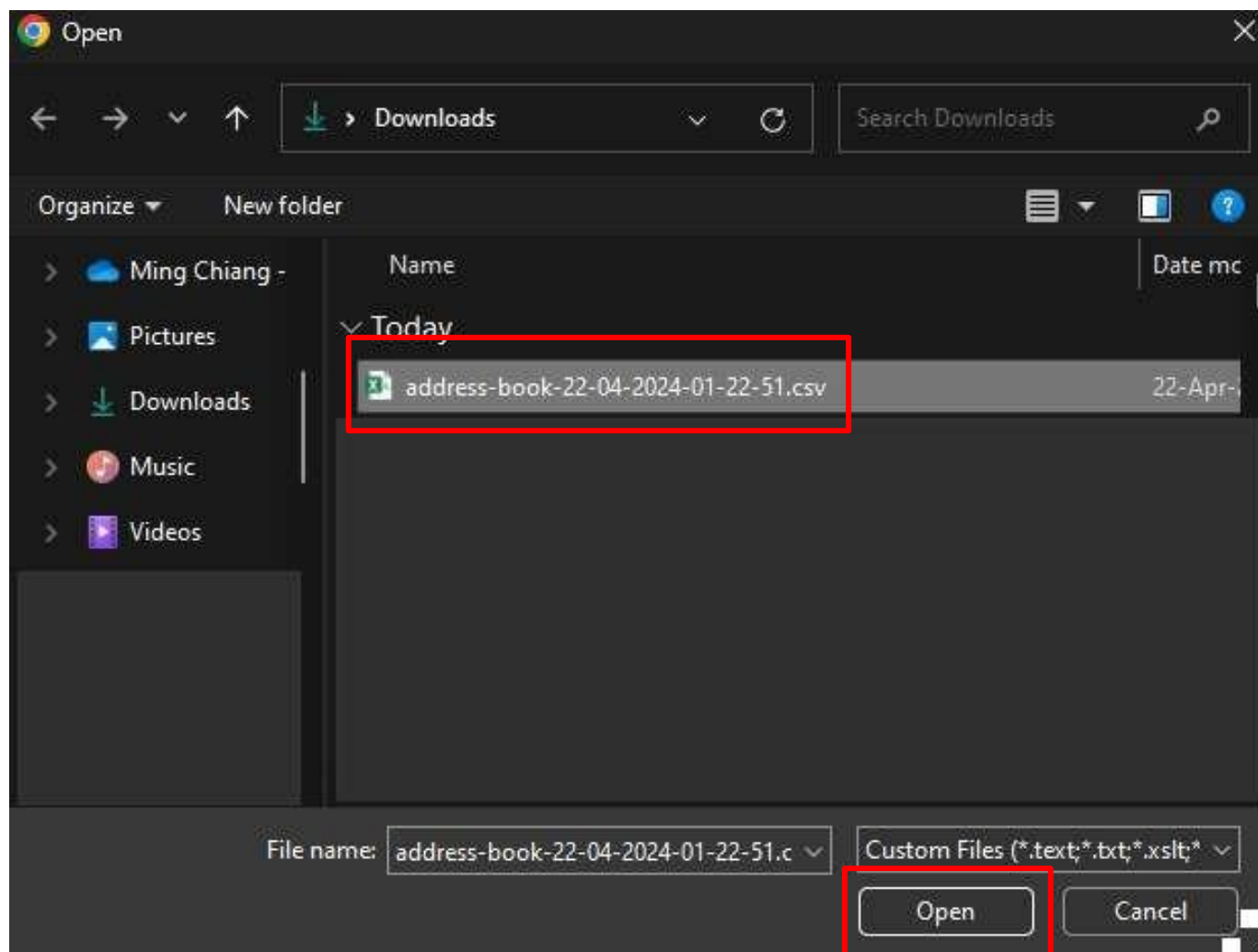
Select Character Set [i](#)

UTF-8

**Upload**

## STEP 9:

Locate and select the downloaded address book file, then click **Open**.





## STEP 10:

Click the **green Upload button**.

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Upload Options  
MyDHL+ Upload ▼

☒ File contains column headers

Do you want to truncate any details that exceed field maximums? ⓘ  
☒ Yes

If your file contains duplicate people do you want to: ⓘ  
Ignore - do not upload duplicates ▼

☒ Field Delimiter ☐ Text Delimiter

Select Character Set ⓘ  
UTF-8 ▼

address-book-22-04-2024-01-22-51.csv

## STEP 11:

Click **Add Contacts to Address Book**.

Upload Options  
MyDHL+ Upload ▼

☒ File contains column headers

Do you want to truncate any details that exceed field maximums? ⓘ  
☒ Yes

If your file contains duplicate people do you want to: ⓘ  
Ignore - do not upload duplicates ▼

☒ Field Delimiter ☐ Text Delimiter

Select Character Set ⓘ  
UTF-8 ▼

address-book-22-04-2024-01-22-51.csv  
0.73 KB



## STEP 12:

All done! You will see a confirmation of the number of contacts that have been successfully uploaded

Upload Contacts

Back

✓ **Successful: 2 of 2 Contacts**  
Duplicates found: 0  
Added new: 2

Add contacts into your MyDHL+ Address Book using our handy upload options.

Address accuracy matters in getting your shipments delivered! Make sure your contact addresses are complete, accurate and include all required origin and destination details.

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An error report will be provided for any unsuccessful uploads, enabling you to correct those contacts and upload them again.

Upload Contacts

Back

✓ **Successful: 2 of 3 Contacts**  
Duplicates found: 0  
Added new: 2

! **1 Contact(s) Failed**  
1 not uploaded  
View error details, then correct your file and upload again.  
**Download Details**

Add contacts into your MyDHL+ Address Book using our handy upload options.

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# CONNECT WITH US

## DHL Keells Pvt Ltd – Sri Lanka

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **+94 114 798 600** or Technical Support Helpdesk on **+94 114 798 620**
-  Find your nearest [DHL Service Point](#)

The information in this guide is correct as of 07/2025.

DHL reserves the right to amend or modify any of the information at any time.