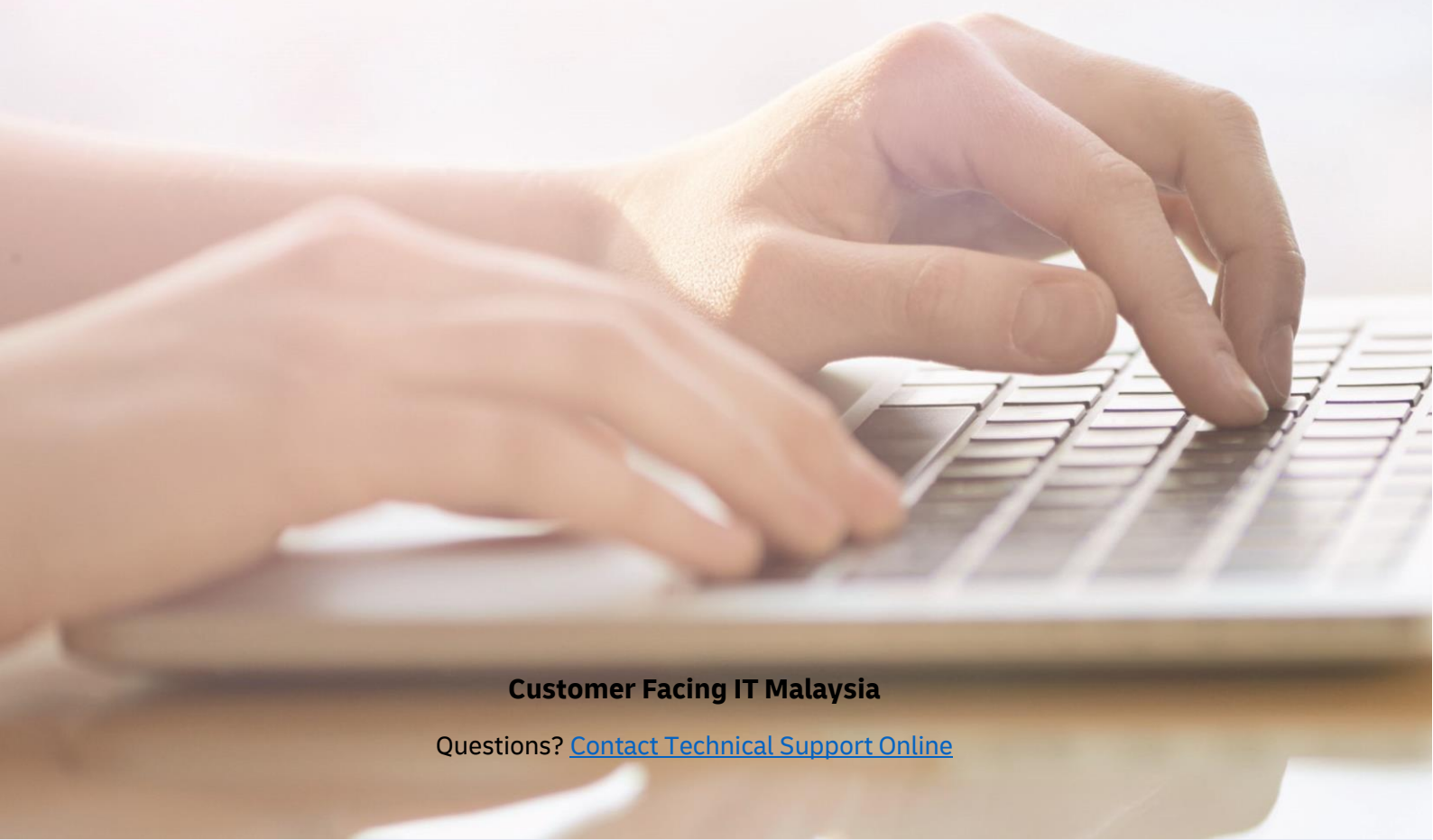


MyDHL+

REFERENCE GUIDE:

Transfer Address Book

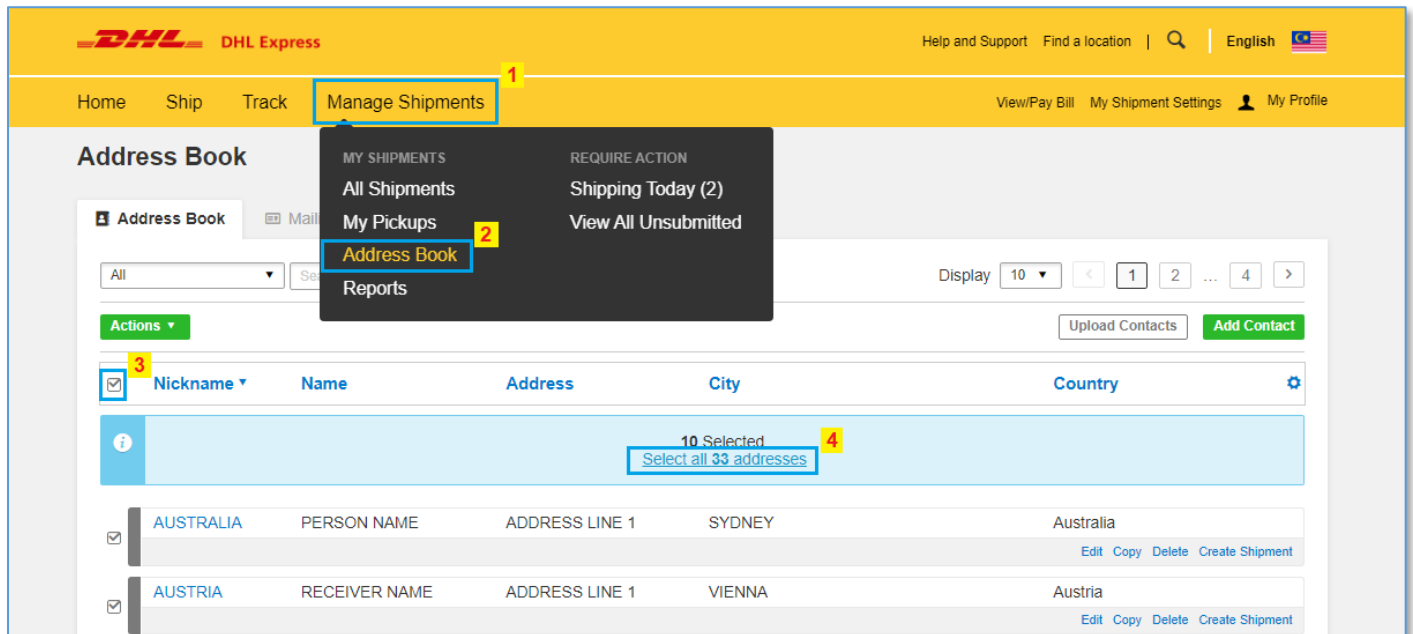


Customer Facing IT Malaysia

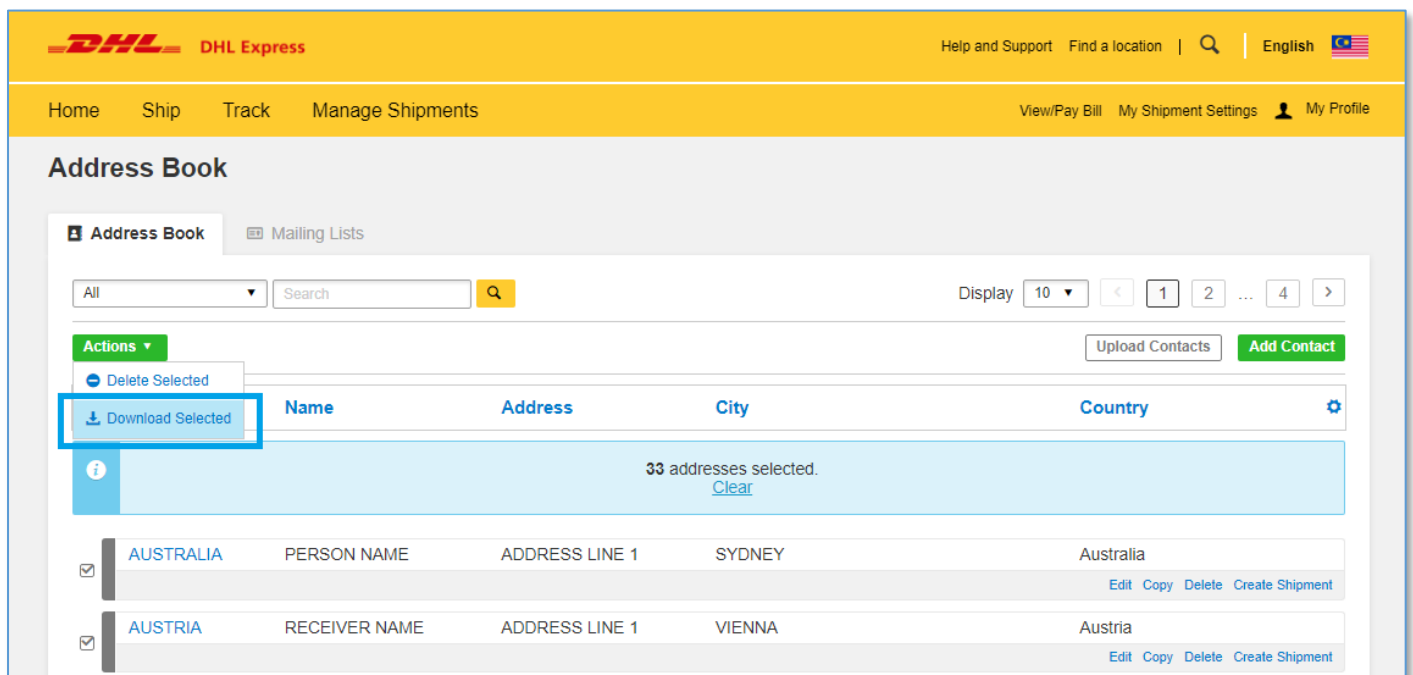
Questions? [Contact Technical Support Online](#)

Download Address Book

1. [Login to MyDHL+](#) with your registered email ID and password
2. Go to **'Manage Shipment'** and click on **'Address Book'**
3. Tick on the top checkbox beside the Nickname to select the records
4. If you have more than 10 records, there will be message in blue box to **select ALL addresses**



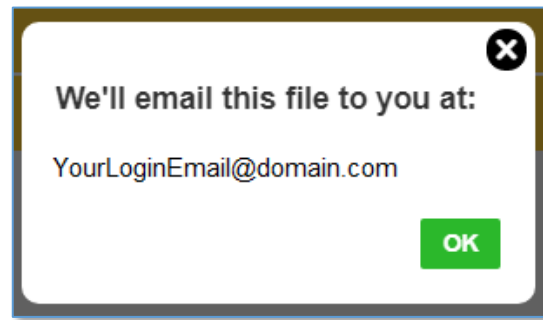
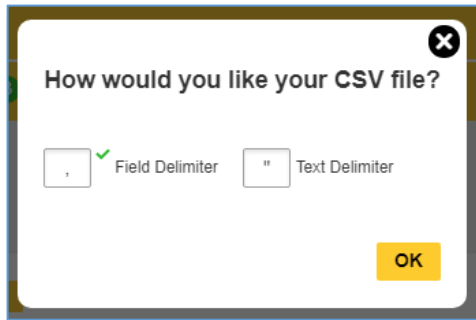
5. After all addresses are selected, click on **'Action'** button on the top
6. Click on **'Download Selected'** to download the records



7. A pop-up message will appear, enter the columns as below and click OK

- Field Delimiter: comma symbol (,)
- Text Delimiter: inverted comma symbol (“

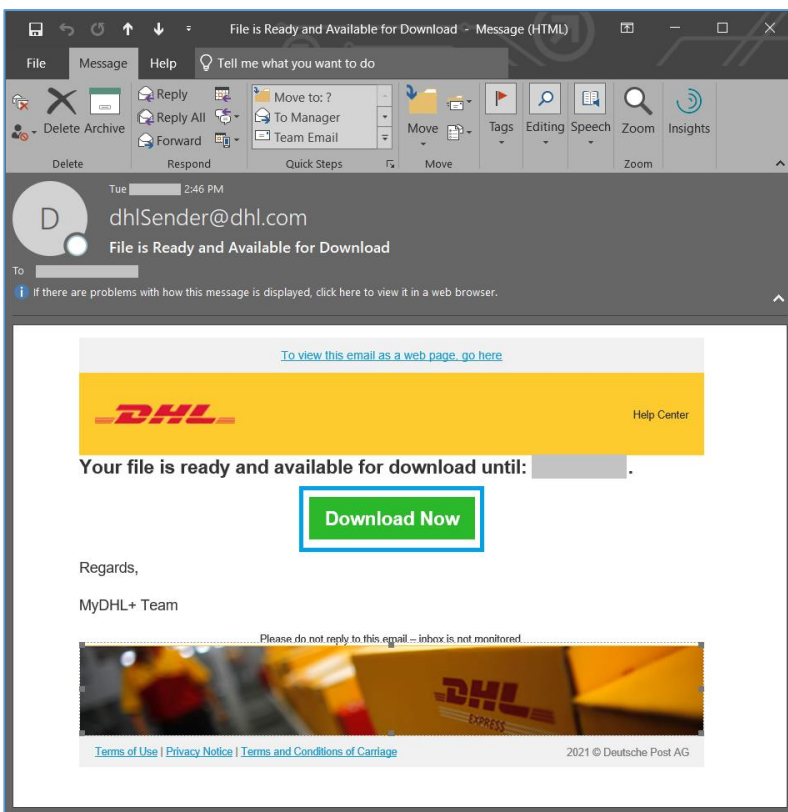
8. The file will be emailed to your login email address. (No alternate email address allowed)



9. Check your email inbox or junk/spam folder for the download link

10. Click on '**Download Now**' in the email. Please ensure you're logged in.

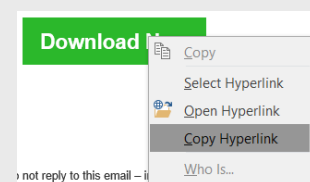
11. Once the file is downloaded, take note of the folder it has been downloaded to.



HELPFUL TIP

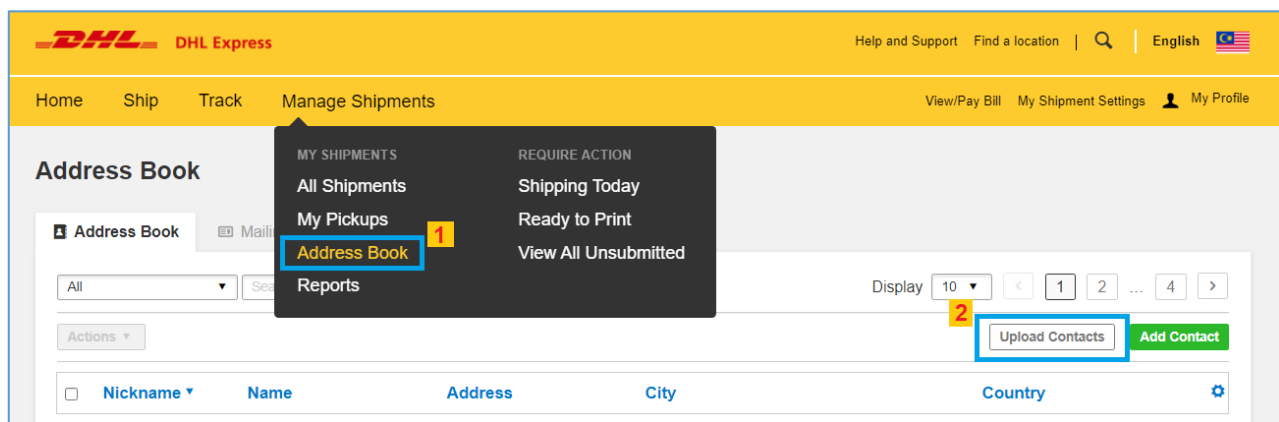
If you're not able to open the page directly, **right click** on the 'Download Now' button and select copy hyperlink.

After that, paste the link in the browser's URL bar and hit enter.



Re-Upload Address Book

1. Login to the MyDHL+ profile that you want to upload and go to **'Manage Shipments'**
2. Select **'Address Book'** and click on **'Upload Contacts'**



3. Select **'Upload My File'** and click on **'MyDHL+ Upload'**
4. Tick on **'File contains column headers'**
5. Set the Field Delimiter as comma (,) and the Text Delimiter as inverted comma (")
6. Click **'Upload'** and select the file

The screenshot shows the 'Upload Contacts' page in the DHL Express MyDHL+ web interface. The page has a 'Back' button in the top right corner. The main content area includes instructions on adding contacts and a section for upload options. The 'Upload My File' button is highlighted with a red box and a red checkmark. Below it, the 'Upload Options' dropdown menu is set to 'MyDHL+ Upload'. The 'File contains column headers' checkbox is checked. The 'Do you want to truncate any details that exceed field maximums?' checkbox is also checked. The 'If your file contains duplicate people do you want to:' dropdown menu is set to 'Allow and Replace - replace duplicates with upload'. The 'Field Delimiter' is set to comma (,) and the 'Text Delimiter' is set to inverted comma ("). The 'Select Character Set' dropdown menu is set to 'UTF-8'. The 'Upload' button is highlighted with a red box.

The information in this guide is correct as of **September 2025**.

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

DHL Express (Malaysia) Sdn Bhd

Level 27, Menara TM

Off Jalan Pantai Baharu

50672 Kuala Lumpur

Malaysia