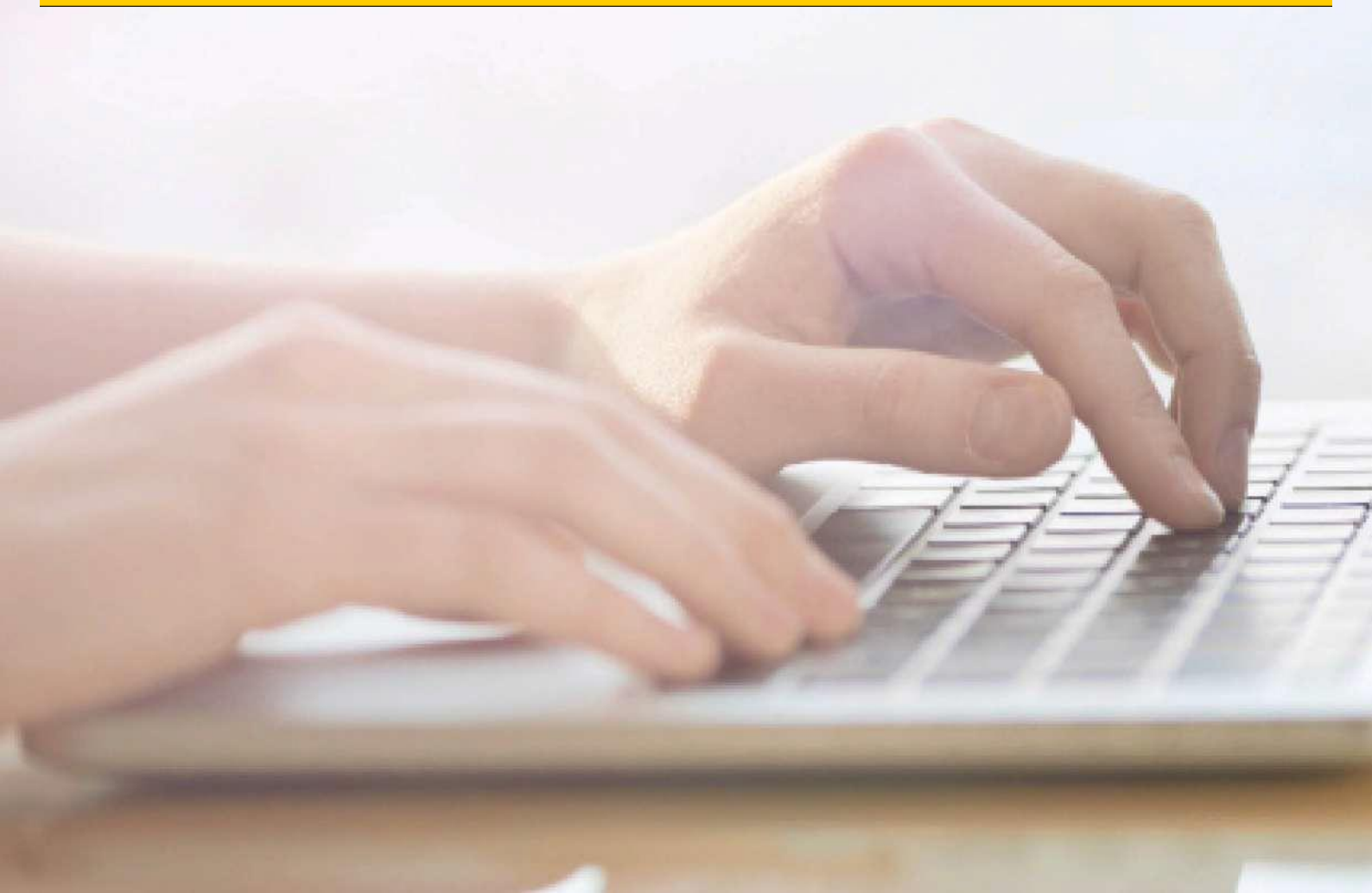




MYDHL⁺

GUIDE TO MIGRATING CONTACTS IN ADDRESS BOOK

DHL Express – Excellence. Simply delivered.



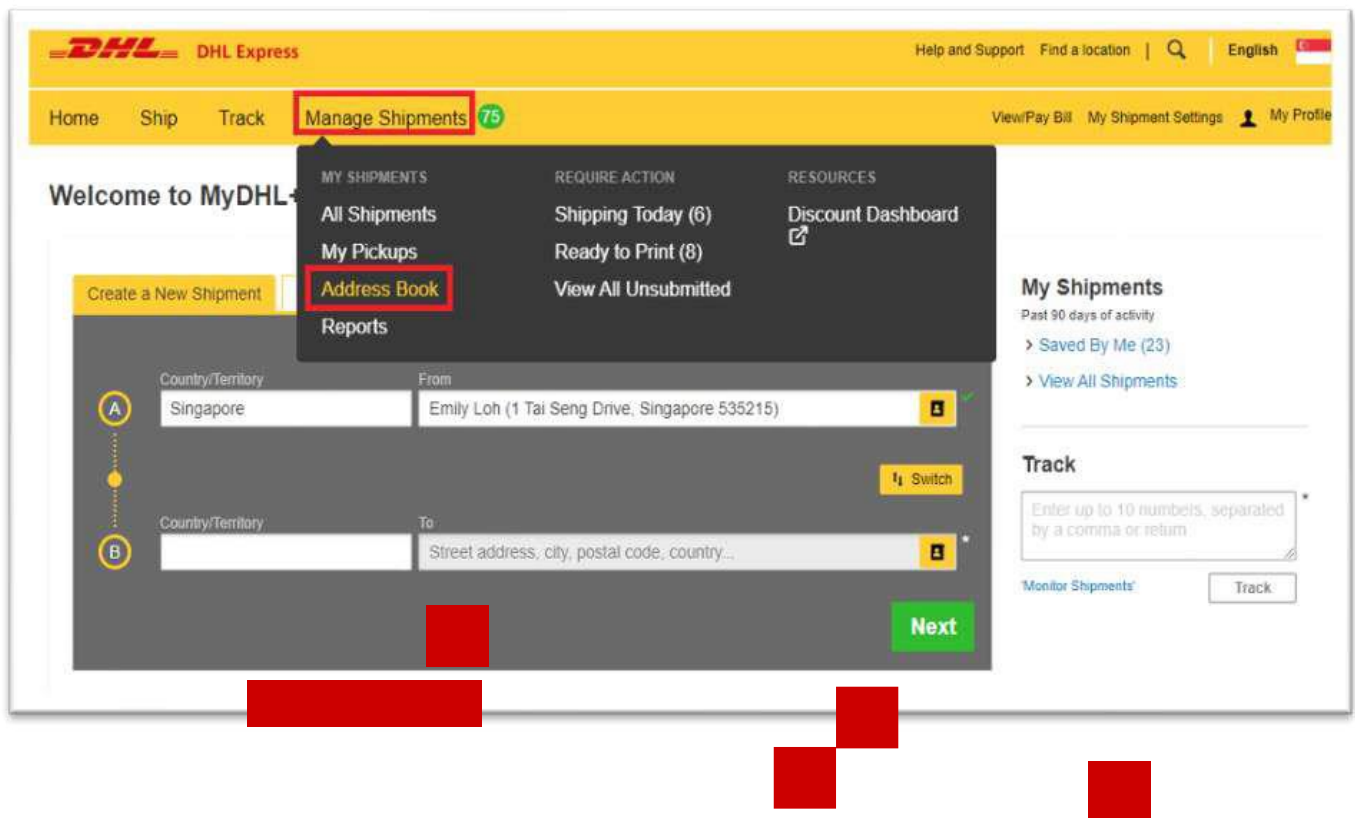
INTRODUCTION

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 navigation bar with the DHL logo and 'DHL Express' text. Below this is a secondary navigation bar with links: Home, Ship, Track, Manage Shipments (with a green badge '7'), View/Pay Bill, My Shipment Settings, and My Profile. The main header area includes 'Address Book' and 'Mailing Lists' tabs. A search bar is present with a dropdown menu set to 'All' and a search button. Below the search bar, there is an 'Actions' dropdown menu and buttons for 'Upload Contacts' and 'Add Contact'. The main content area displays a table of contacts. The first contact, 'MC Tan', is highlighted in blue, indicating it is selected. A message above the table states '1 Selected. Select all 1 addresses'. The second contact, 'testmy2', is also visible. The table columns are Nickname, Name, Address, City, and Country. The 'testmy2' contact has a checkbox checked on the left side of the row.

Nickname	Name	Address	City	Country
MC Tan	2 Tai SENG DRIVE	SINGAPORE	Singapore	
testmy2	testmy2	TEST3	JOHOR	Malaysia

STEP 3:

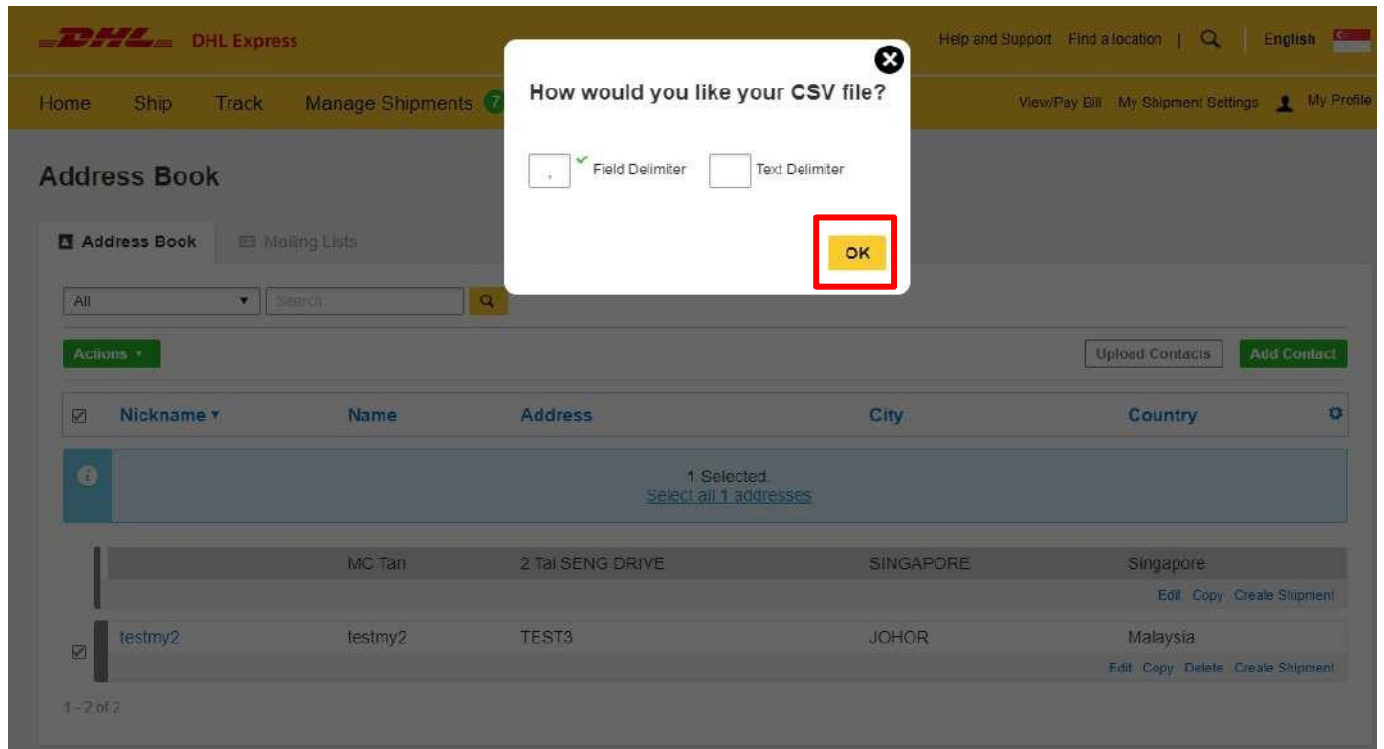
Click on **Actions** > select **Download Selected**.

This screenshot shows the same DHL Express Address Book interface as the previous one, but with the 'Actions' dropdown menu open. The 'Download Selected' option is highlighted with a red box. The table of contacts remains the same, with 'MC Tan' still selected. The 'testmy2' contact is also visible. The table columns are Nickname, Name, Address, City, and Country. The 'testmy2' contact has a checkbox checked on the left side of the row.

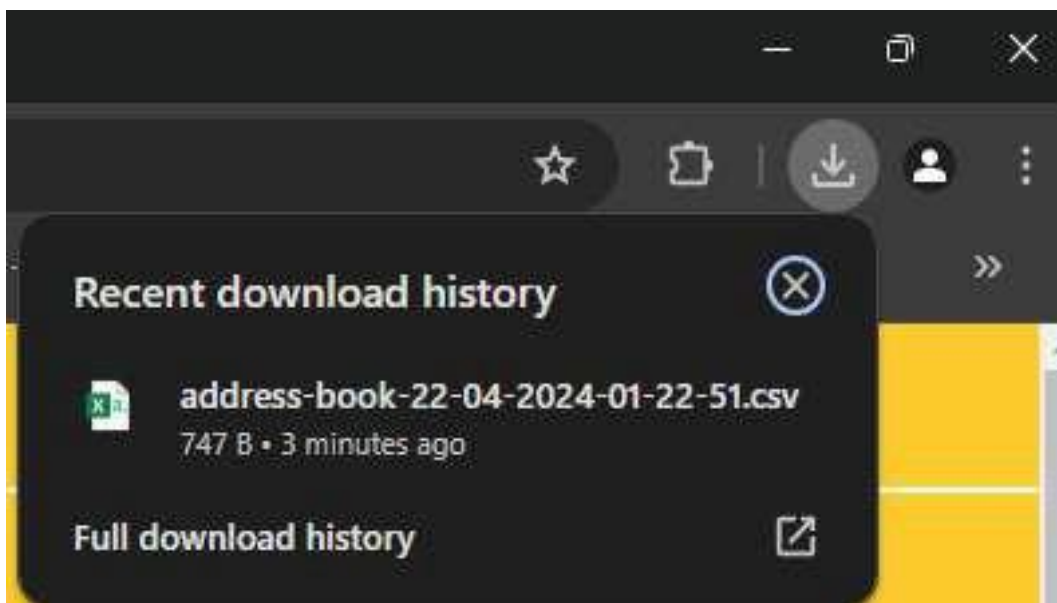
Nickname	Name	Address	City	Country
MC Tan	2 Tai SENG DRIVE	SINGAPORE	Singapore	
testmy2	testmy2	TEST3	JOHOR	Malaysia

STEP 4:

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

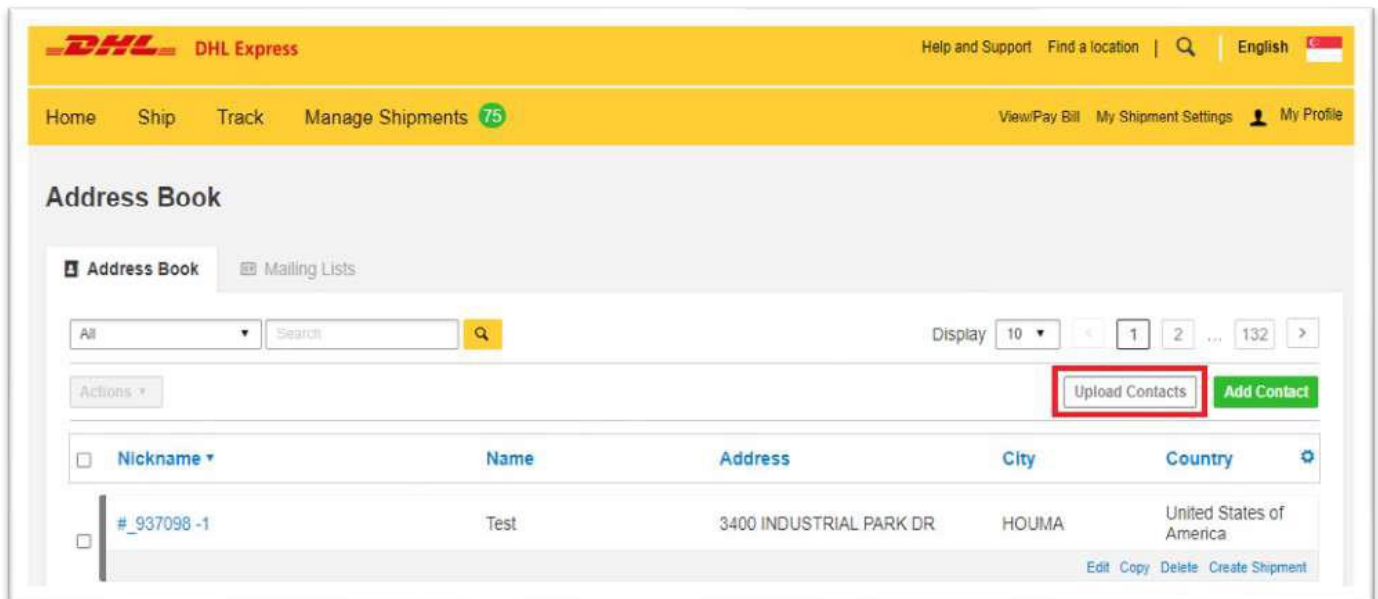


This will download your address book in CSV format to your PC.



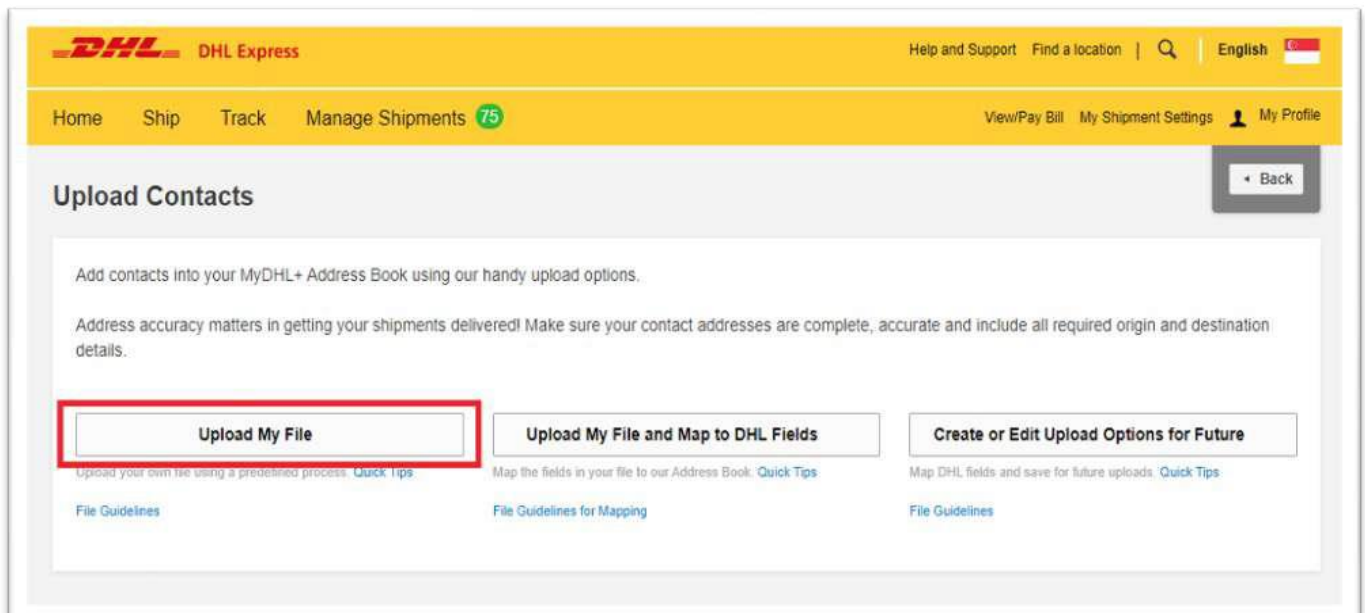
STEP 5:

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**.

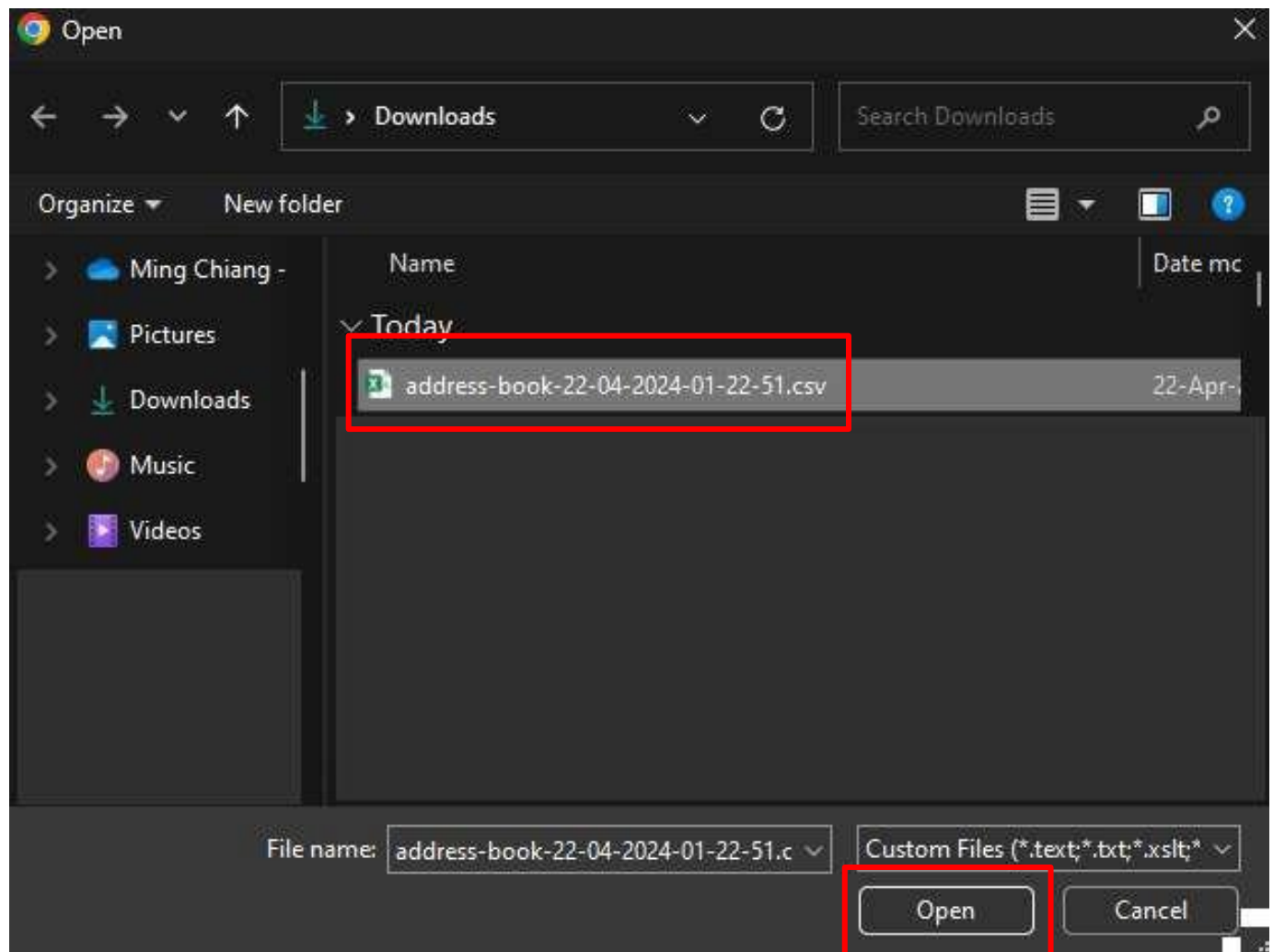
STEP 8:

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

Change the **Field Delimiter** to **","** then click **Upload**.

STEP 9:

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



STEP 10:

Click the **green Upload** button.

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 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
Cancel **Upload**

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](#)

STEP 11:

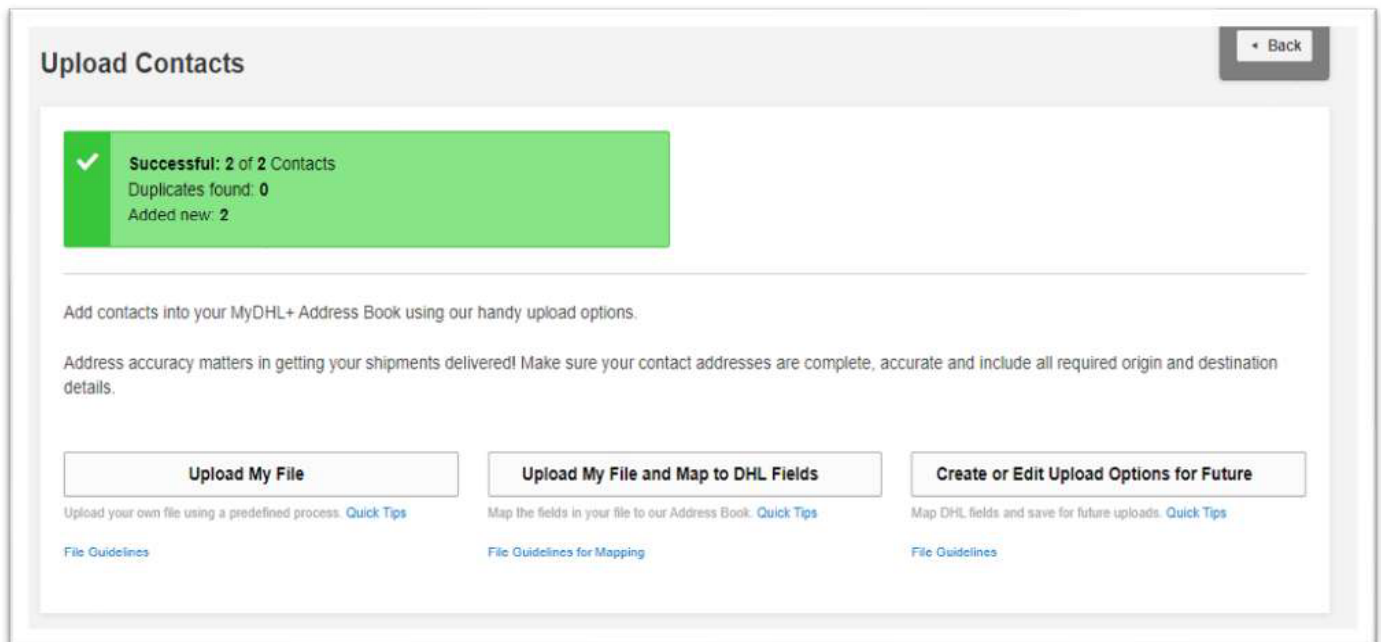
Click **Add Contacts to Address Book**.

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 [Delete](#)

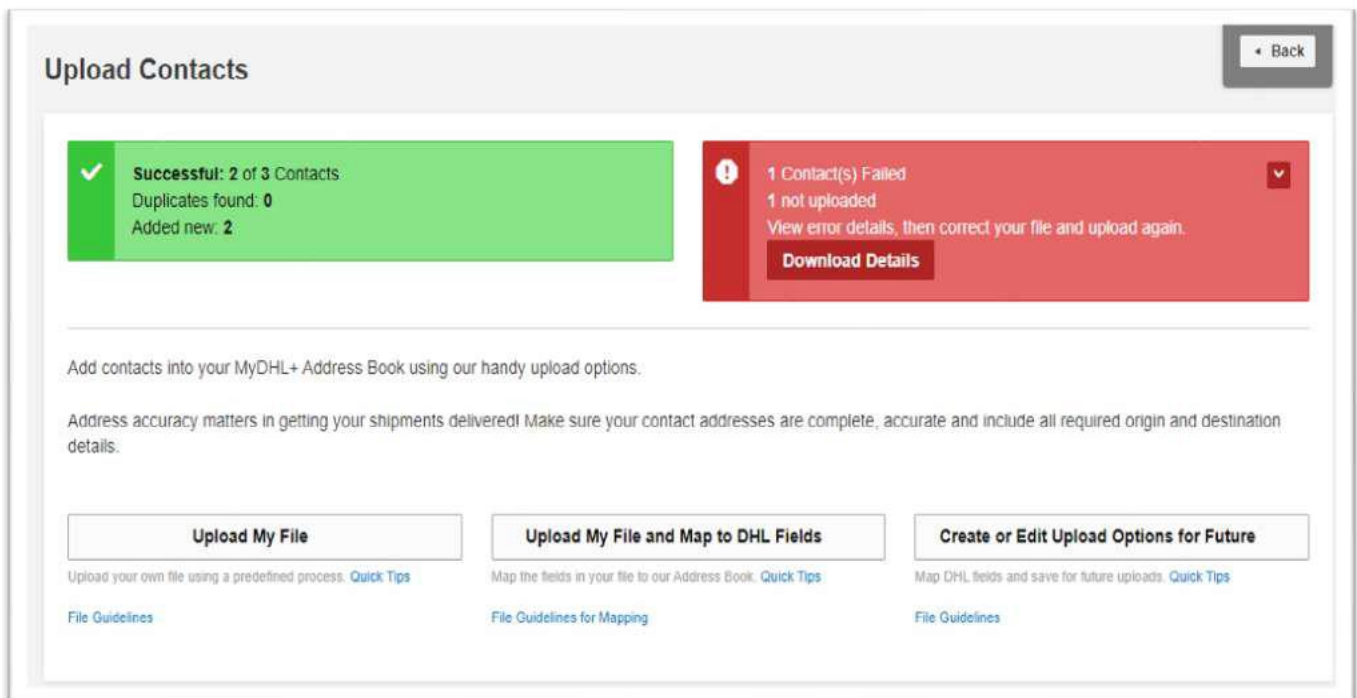
Add Contacts to Address Book

STEP 12:

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



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



CONNECT WITH US

DHL Express



Ready to ship? Get a quote from [MyDHL⁺](#)



Call Customer Services



Find your nearest [DHL Service Point](#)

Valid: 04/2024

The information in this guide is correct as of 04/2024.

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