



MYDHL+

GUIDE TO MIGRATING CONTACTS IN ADDRESS BOOK

DHL Express – Excellence. Simply delivered.



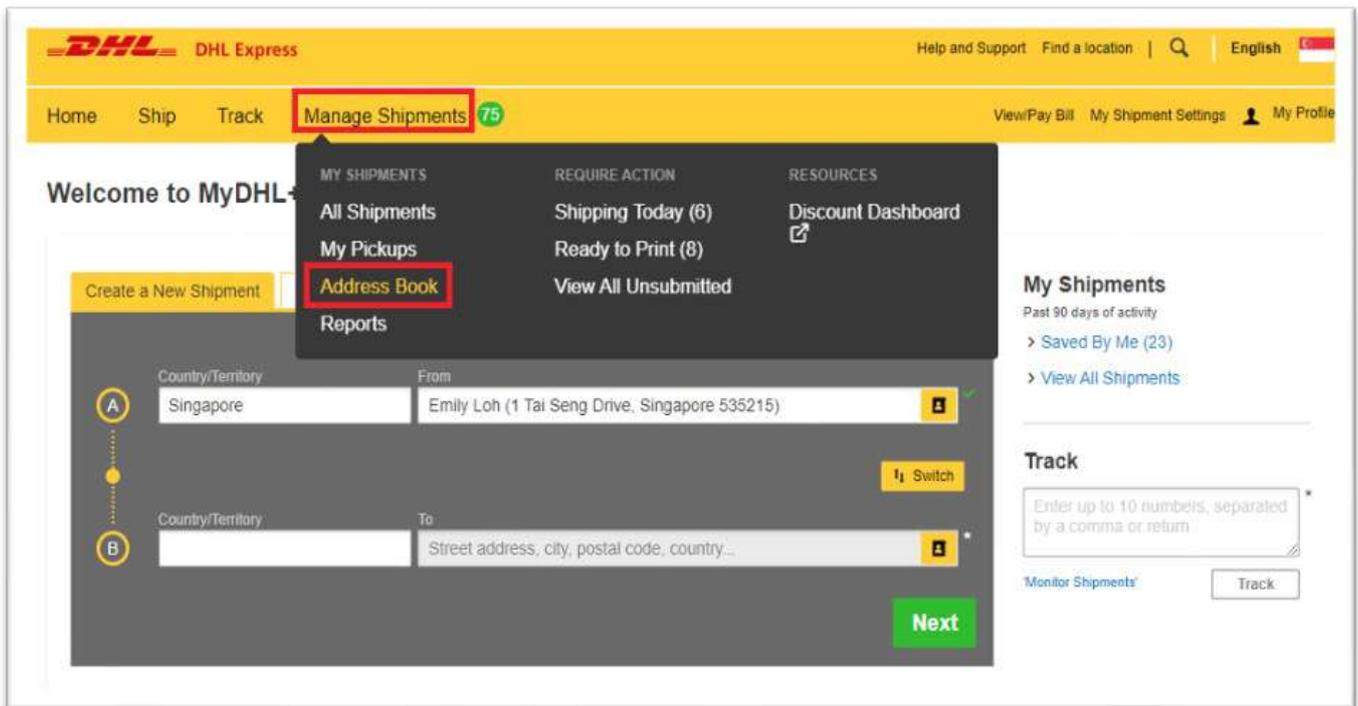
INTRODUCTION

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.

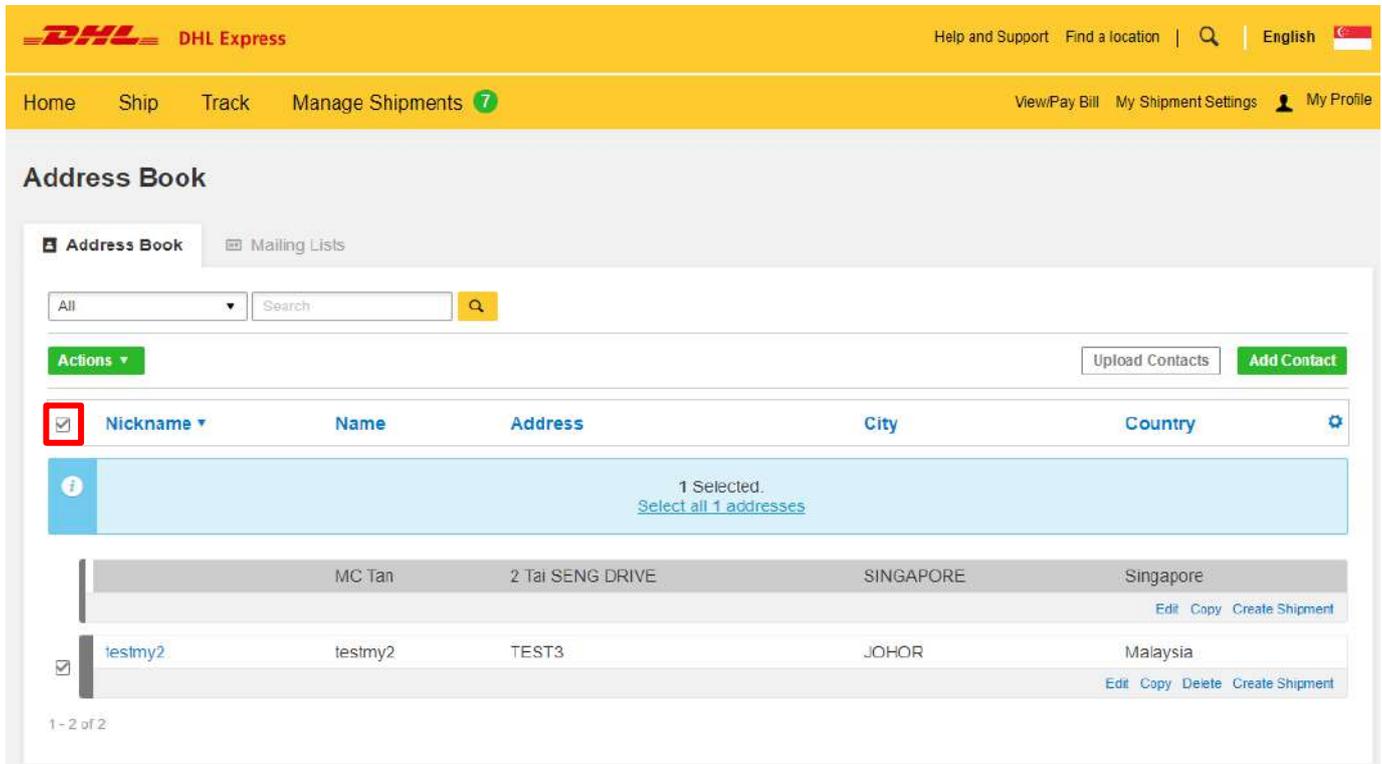
STEP 1:

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.



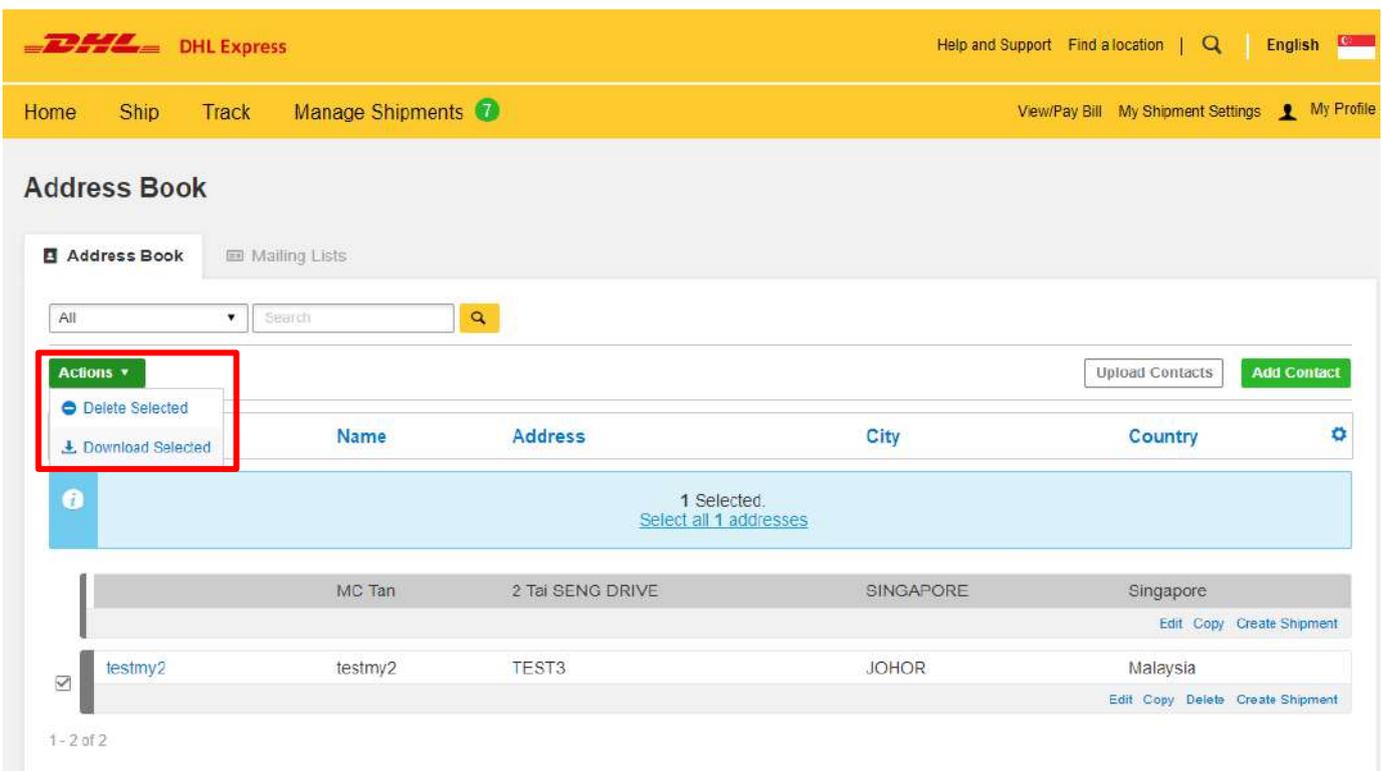
The screenshot shows the DHL Express Address Book interface. At the top, there is a navigation bar with the DHL logo and 'DHL Express' text. To the right, there are links for 'Help and Support', 'Find a location', a search icon, 'English', and a flag icon. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments' (with a notification badge '7'), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'.

The main content area is titled 'Address Book' and has two tabs: 'Address Book' (active) and 'Mailing Lists'. Below the tabs is a search bar with a dropdown menu set to 'All' and a search input field. To the right of the search bar are 'Upload Contacts' and 'Add Contact' buttons.

Below the search bar is an 'Actions' dropdown menu. The table below has columns: Nickname, Name, Address, City, and Country. The first row is 'MC Tan' with address '2 Tai SENG DRIVE' in 'SINGAPORE', 'Singapore'. The second row is 'testmy2' with address 'TEST3' in 'JOHOR', 'Malaysia'. The 'testmy2' row has a checked checkbox on the left. Below the table, it says '1 - 2 of 2'.

STEP 3:

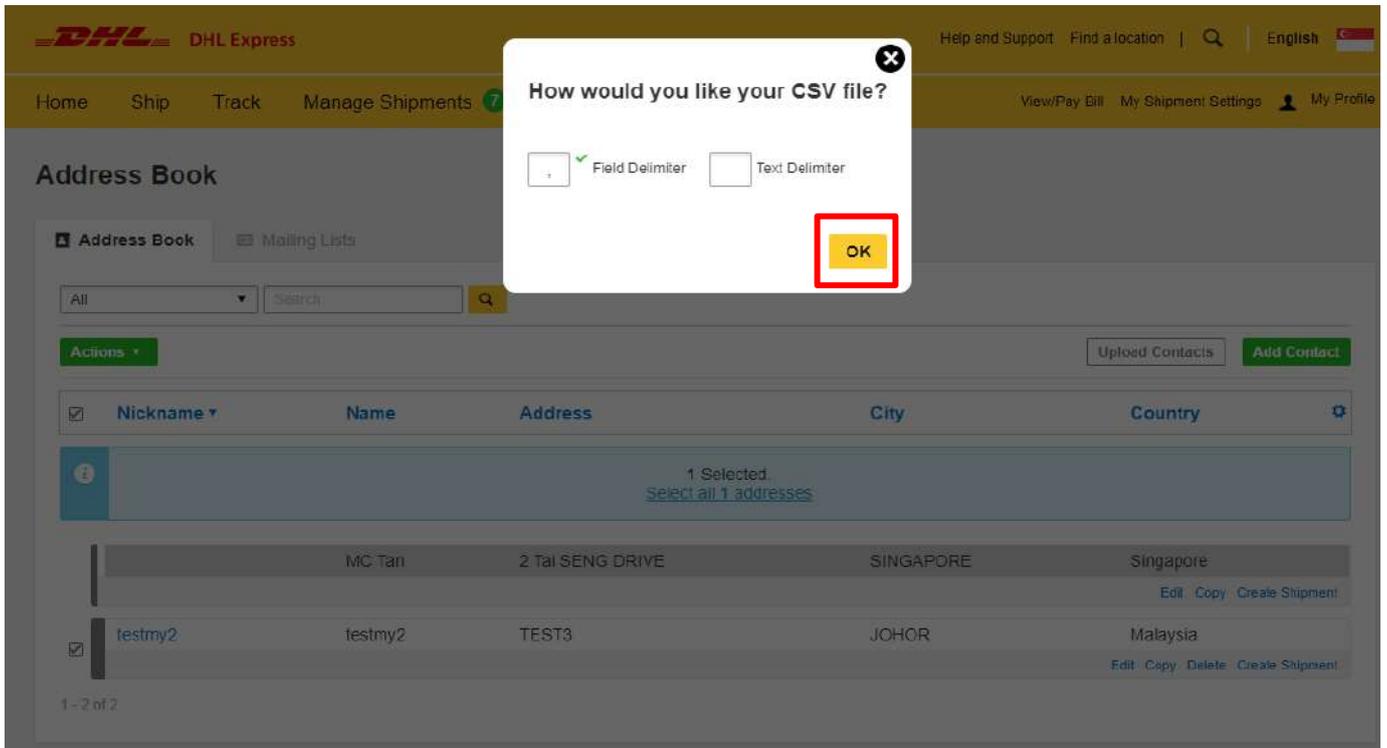
Click on **Actions** > select **Download Selected**.



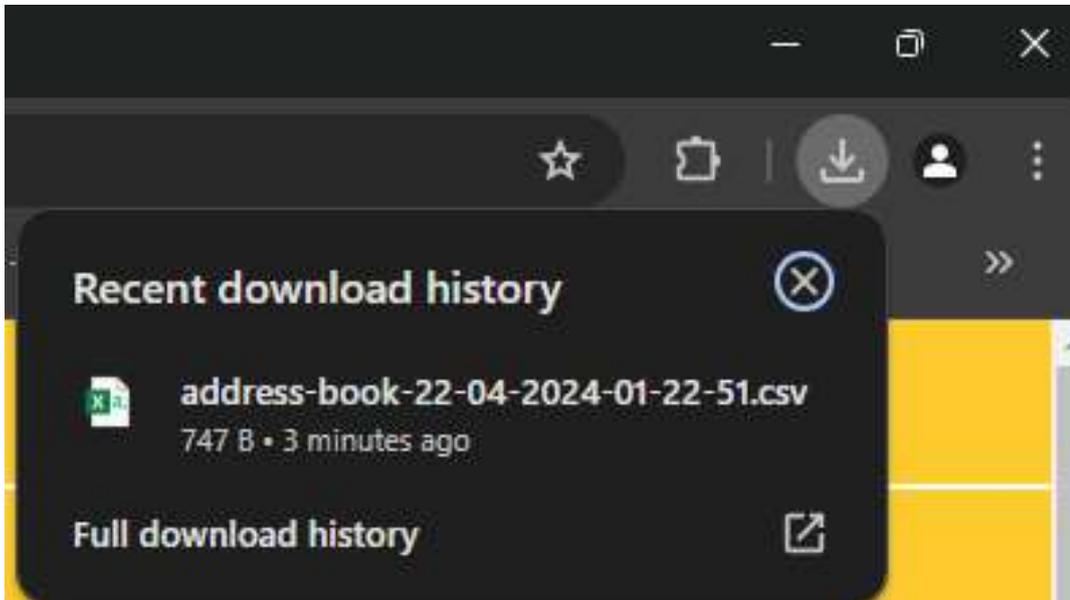
This screenshot is similar to the previous one, but the 'Actions' dropdown menu is open, showing options: 'Delete Selected' and 'Download Selected'. The 'Download Selected' option is highlighted with a red box. The rest of the interface, including the table and navigation bars, is identical to the previous screenshot.

STEP 4:

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

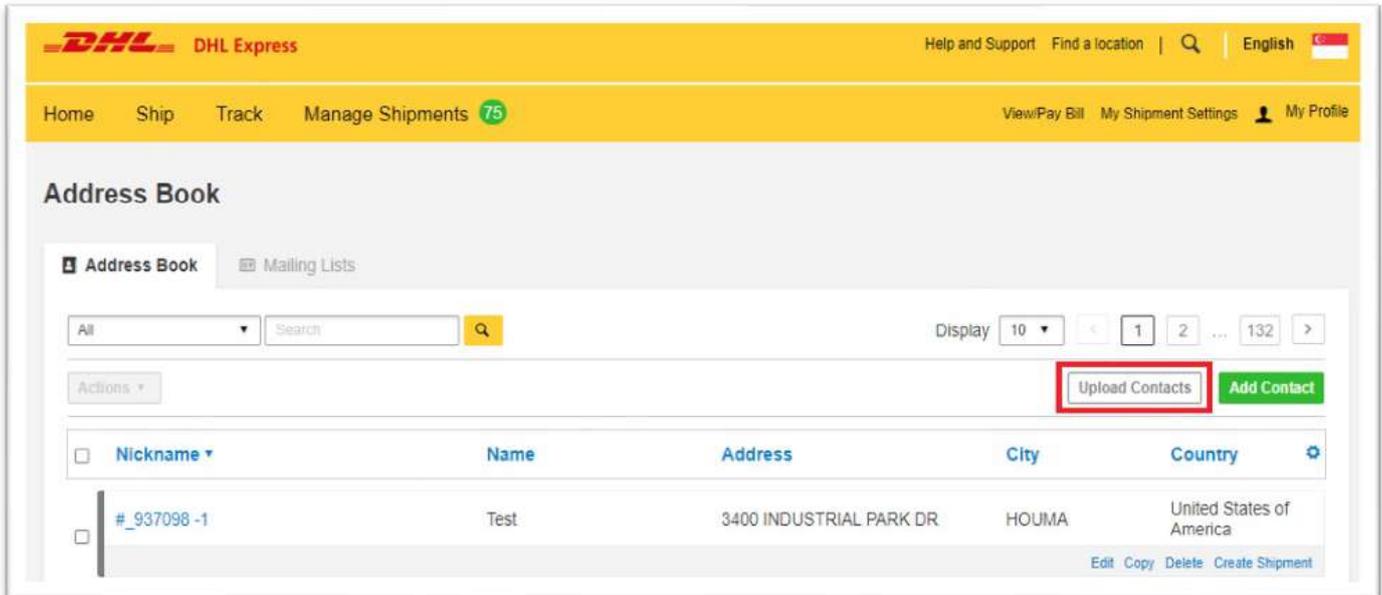


This will download your address book in CSV format to your PC.



STEP 5:

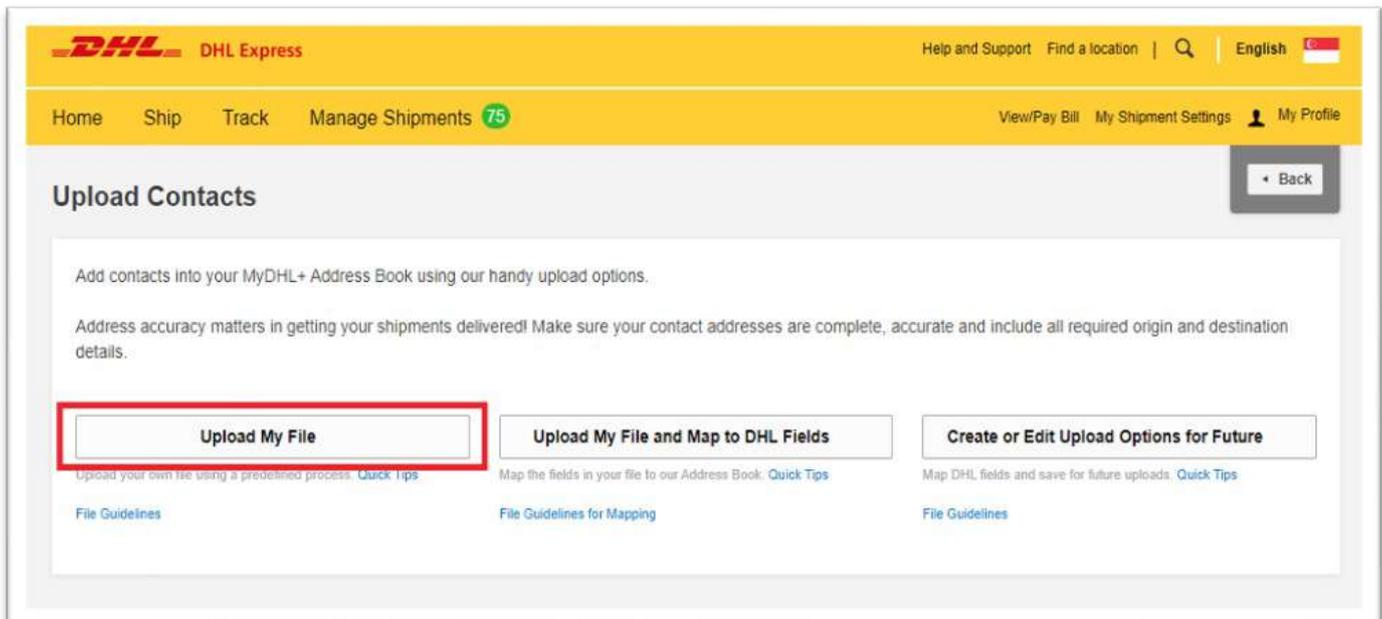
From the other MyDHL+ account, go to **Manage Shipments** and select **Address Book**, then select **Upload Contacts**.



The screenshot shows the DHL Express website's 'Address Book' page. At the top, there is a navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '75' notification). Below this, the 'Address Book' section is active, with a search bar and a 'Display' dropdown set to '10'. A table lists contacts with columns for Nickname, Name, Address, City, and Country. One contact is visible: '#_937098 -1', 'Test', '3400 INDUSTRIAL PARK DR', 'HOUMA', 'United States of America'. In the top right of the contact list area, the 'Upload Contacts' button is highlighted with a red box, next to an 'Add Contact' button.

STEP 6:

Click **Upload My File**.



The screenshot shows the 'Upload Contacts' page on the DHL Express website. It features a 'Back' button in the top right. The main content area contains instructions: 'Add contacts into your MyDHL+ Address Book using our handy upload options.' and 'Address accuracy matters in getting your shipments delivered! Make sure your contact addresses are complete, accurate and include all required origin and destination details.' Below this, there are three buttons: 'Upload My File' (highlighted with a red box), 'Upload My File and Map to DHL Fields', and 'Create or Edit Upload Options for Future'. Each button has a corresponding 'Quick Tips' link and a 'File Guidelines' link below it.

STEP 7:

Select **MyDHL+ Upload**.

DHL Express Help and Support Find a location | English

Home Ship Track Manage Shipments **75** View/Pay Bill My Shipment Settings My Profile

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? ⓘ

Yes

If your file contains duplicate people do you want to: ⓘ

Ignore - do not upload duplicates ▼

Field Delimiter Text Delimiter

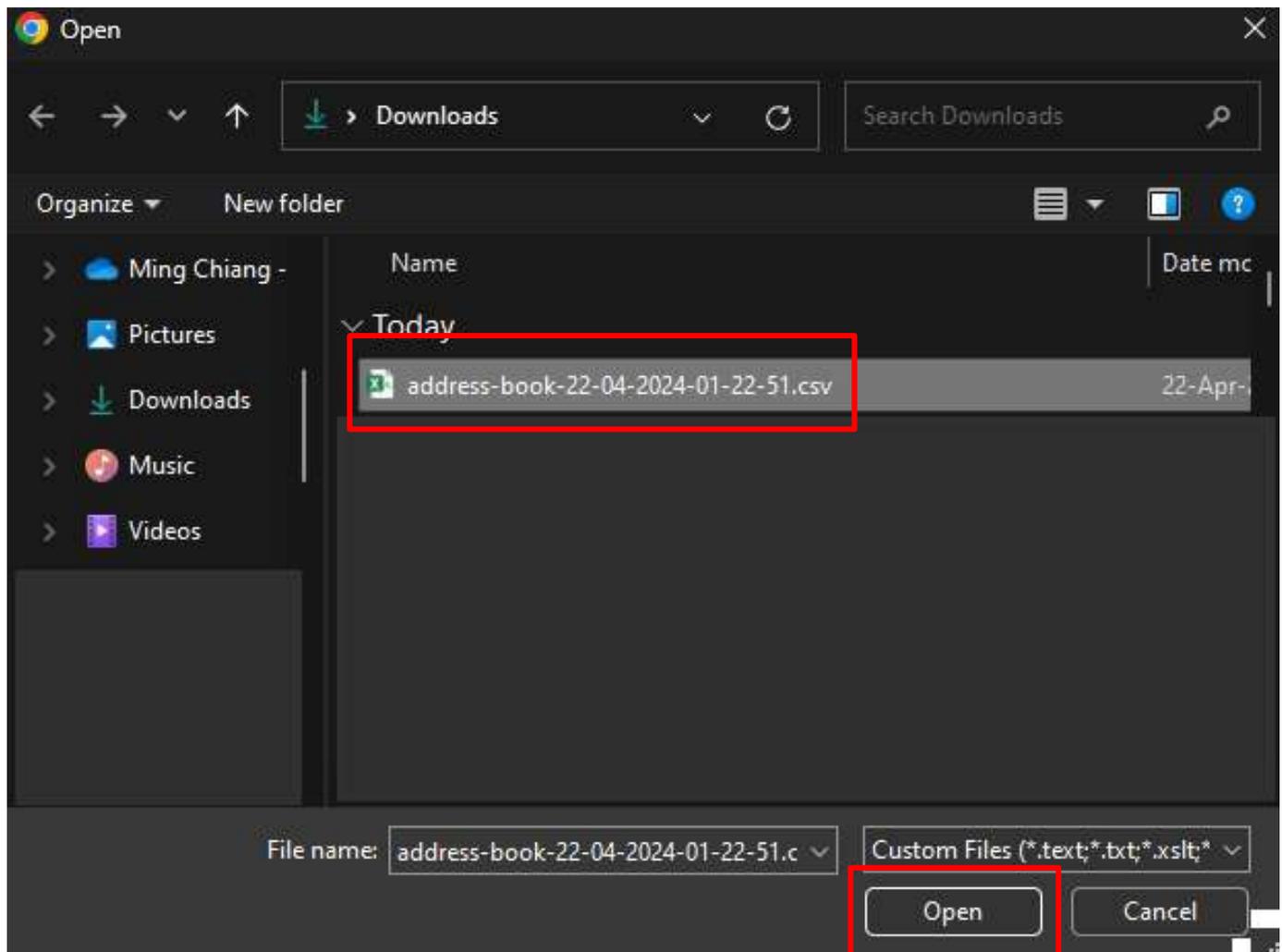
Select Character Set ⓘ

UTF-8 ▼

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 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

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**

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 [Delete](#)
0.73 KB

Add Contacts to Address Book

STEP 12:

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

The screenshot shows the 'Upload Contacts' page with a green success banner. The banner text reads: 'Successful: 2 of 2 Contacts', 'Duplicates found: 0', and 'Added new: 2'. Below the banner, there is instructional text: '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.' At the bottom, there are three buttons: 'Upload My File', 'Upload My File and Map to DHL Fields', and 'Create or Edit Upload Options for Future'. Each button has a 'Quick Tips' link and a 'File Guidelines' link below it.

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

The screenshot shows the 'Upload Contacts' page with a green success banner and a red error banner. The green banner text reads: 'Successful: 2 of 3 Contacts', 'Duplicates found: 0', and 'Added new: 2'. The red banner text reads: '1 Contact(s) Failed', '1 not uploaded', and 'View error details, then correct your file and upload again.' with a 'Download Details' button. Below the banners, there is instructional text: '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.' At the bottom, there are three buttons: 'Upload My File', 'Upload My File and Map to DHL Fields', and 'Create or Edit Upload Options for Future'. Each button has a 'Quick Tips' link and a 'File Guidelines' link below it.

CONNECT WITH US

DHL Express (Singapore) Pte Ltd

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **1800 285 8888**
-  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.