



How to export your Online Postage
address book and import it into
Click & Drop

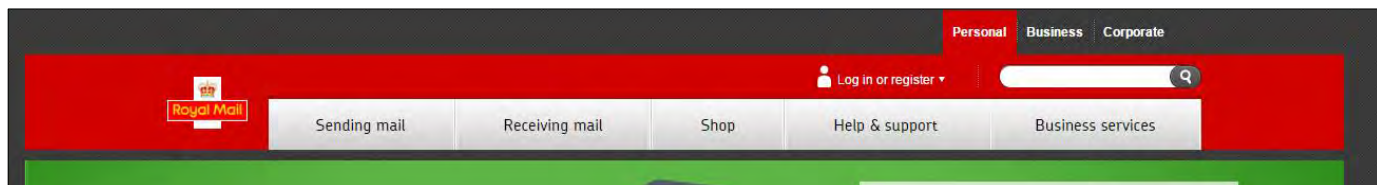


To export your Online Postage address book into Click & Drop, please follow these simple instructions.

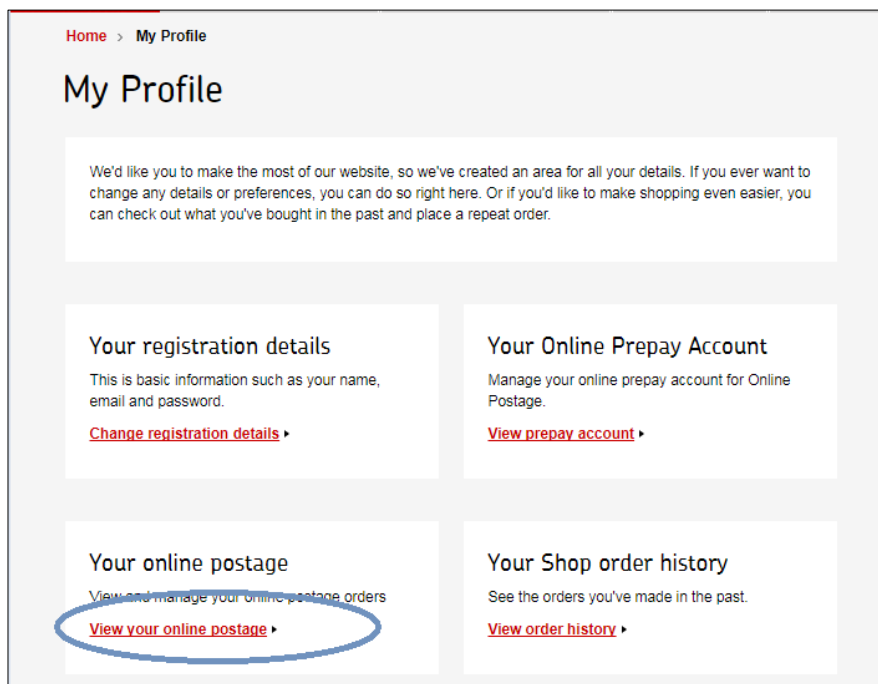
Exporting your address book out of Online Postage

Go to www.royalmail.com and click on Log in.

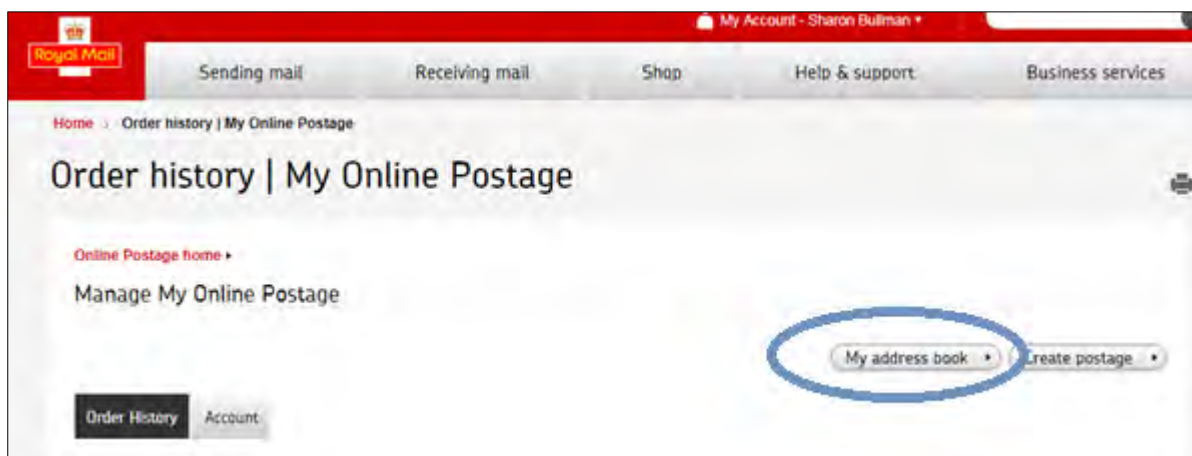
Enter your email address and your password



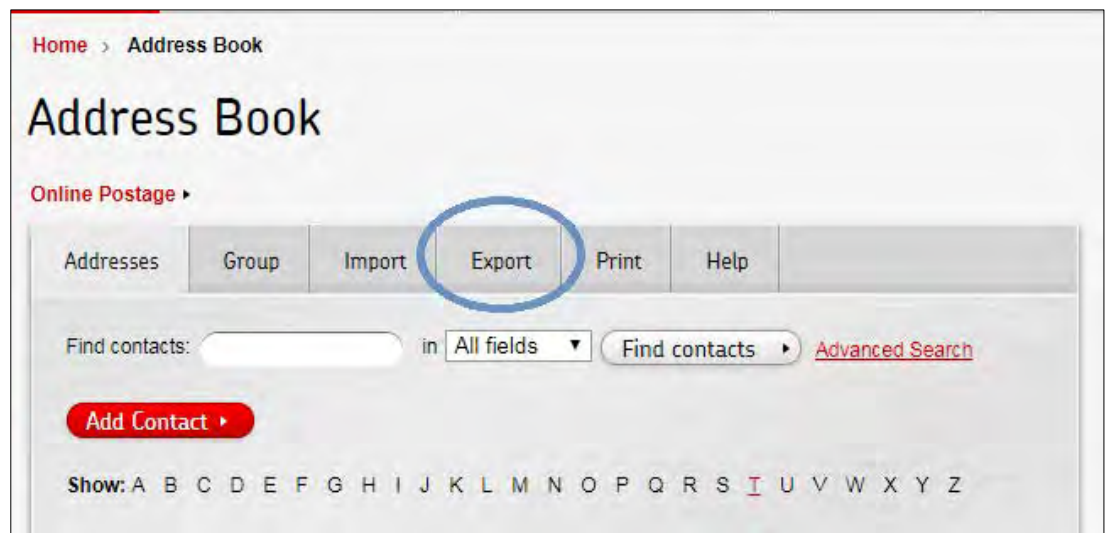
Once you login, you will see the 'My Profile' screen, simply click on 'View your online postage'



You can now see your Online Postage 'Order history' page. Click on 'My address book'



You will be taken into your Address Book. Click on the 'Export' button



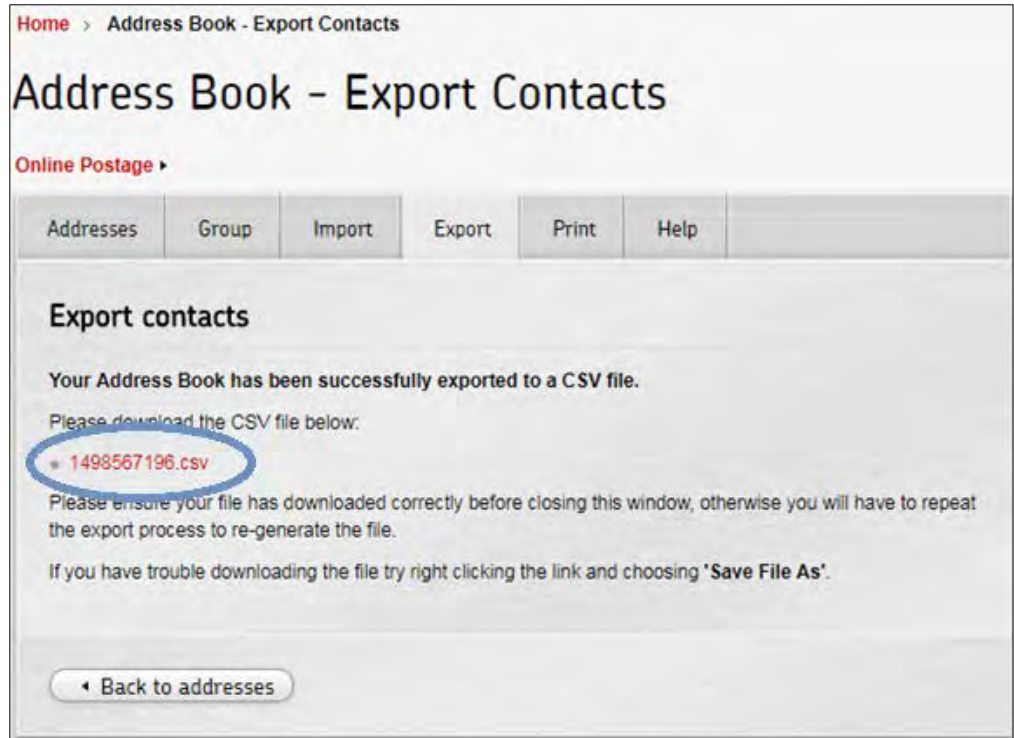
You will now be given the option to choose what information to export



Once you are happy with the information you have selected, click on the 'Export contacts' button.

All the addresses matching your selection criteria will be collated into a CSV file.

To download the file, simply click on the file name hyperlink.



This will open a CSV file containing all your selected address details

	A	B	C	D	E	F	G	H	I	J	K
1	title	firstname	lastname	company	address1	address2	address3	town	county	postcode	country
2	Mrs	S	Brown		1 Some Street			Sample Town		A1 1AA	UK
3		John	Smith		6 Main Road	The Village		Some Town		T1 1AA	UK
4	Mr		Jones	Work	Head Office	Main Street		London		EC1 1AA	UK
5		Mary	Potter		Old House	Broad Steet	West Side	Florida		12345	USA

Now, in order for the import into Click & Drop to work correctly, you will need to add a field into your CSV file called Address Book Reference, or just Reference.

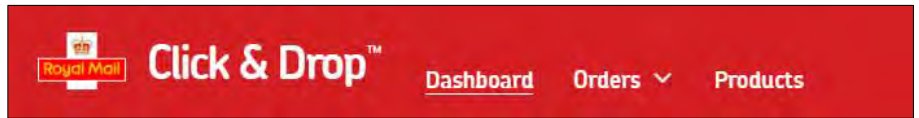
If you look at the example below you can see an extra field before the firstname column, in this example we have just used 1,2 and so on as the reference, you may have account numbers for these addresses that you wish to use, or you can use something else.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Reference	title	firstname	lastname	company	address1	address2	address3	town	county	postcode	country
2	1	Mrs	S	Brown		1 Some Street			Sample Town		A1 1AA	UK
3	2		John	Smith		6 Main Road	The Village		Some Town		T1 1AA	UK
4	3	Mr		Jones	Work	Head Office	Main Street		London		EC1 1AA	UK
5	4		Mary	Potter		Old House	Broad Steet	West Side	Florida		12345	USA

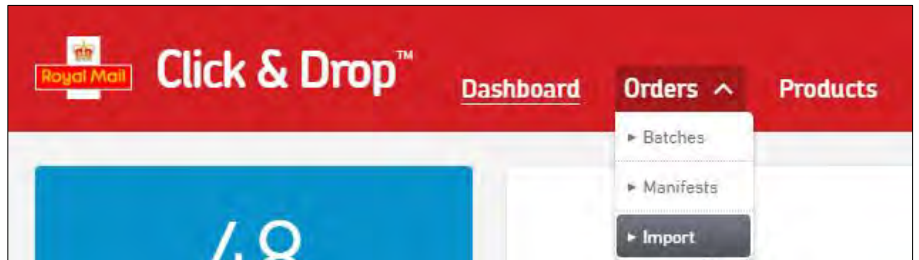
Now save your file.

Importing your Address Book into Click & Drop

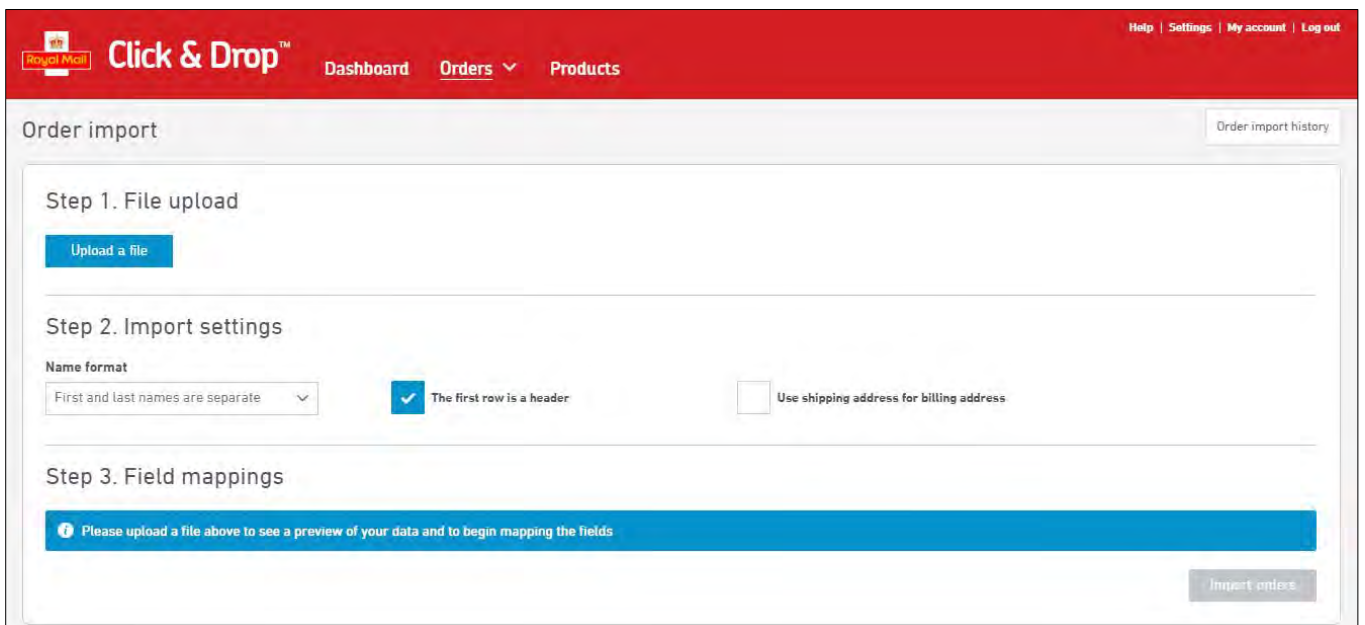
Log in to Click & Drop, click on the 'Orders' link:



Click on the 'Import' option



You will now see the 'Order import' screen

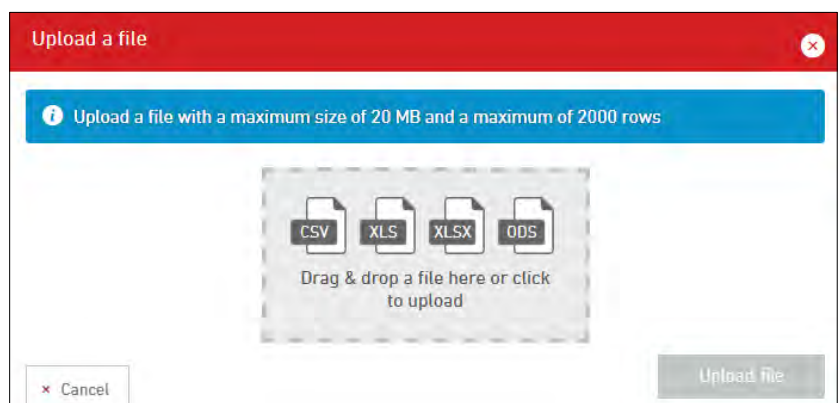


Now simply follow the steps:

Step 1. File upload

Click on the 'Upload a file' button and a new window will open:

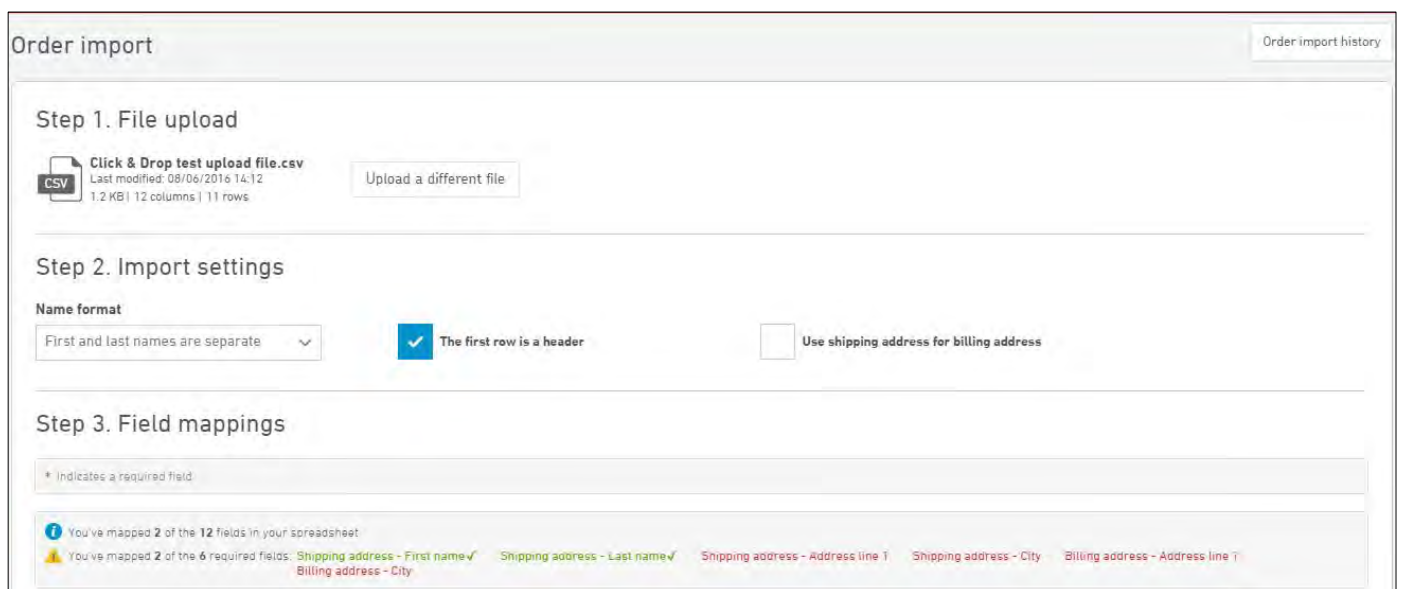
Drag and drop your file or click on the csv icon to upload your file.



Once the file is added, choose the 'Column delimiter' from the drop down list and then click on the 'Upload file' button

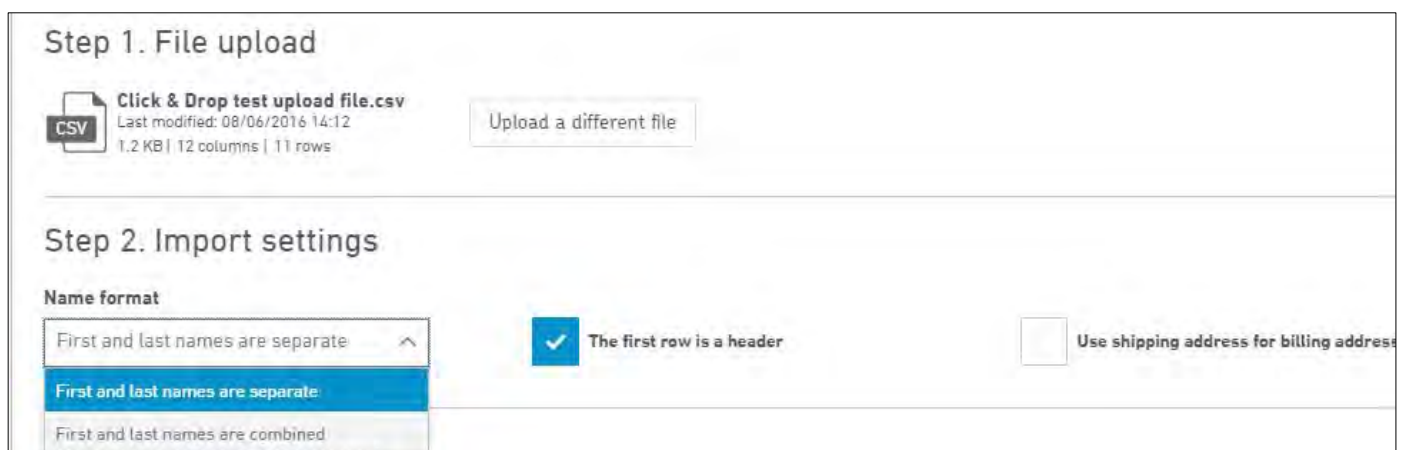


Once the file is uploaded, you will see that the file name is displayed in the File upload section:



Step 2. Import settings:

For the 'Name format' field choose from the drop down menu, whether your customers first name and last name are in separate fields or are combined in one field.



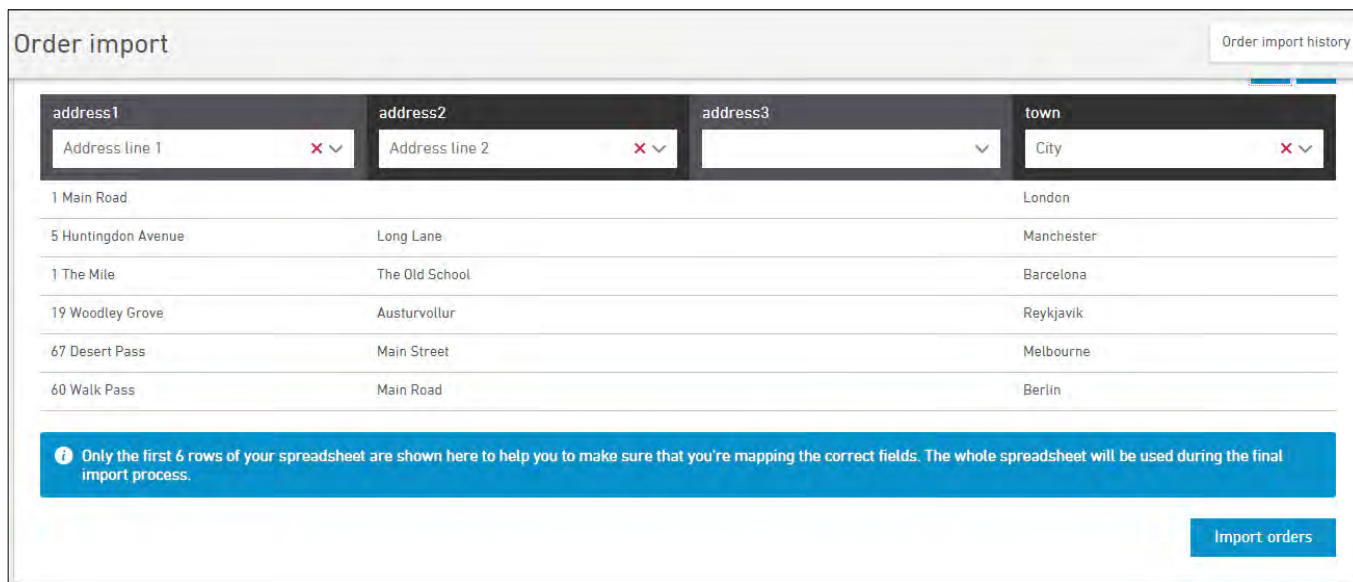
Step 3. Field Mappings

You need to map your spreadsheet data against the Click & Drop column names. For example:

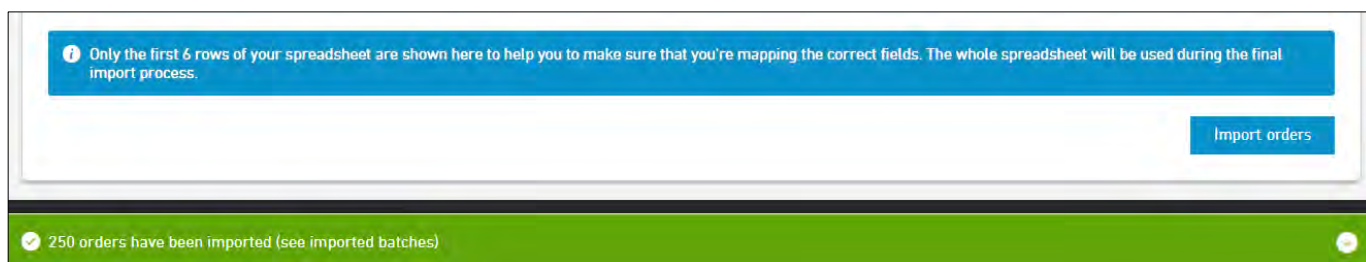
CSV sheet header name	Reference	firstname	lastname	Address1	Address2
Click & Drop field name	Address Book Reference	First Name	Last Name	Address line 1	Address line 2

Use the arrows to move across to map and view all columns

Now all you need to do is click on the 'Import orders'.

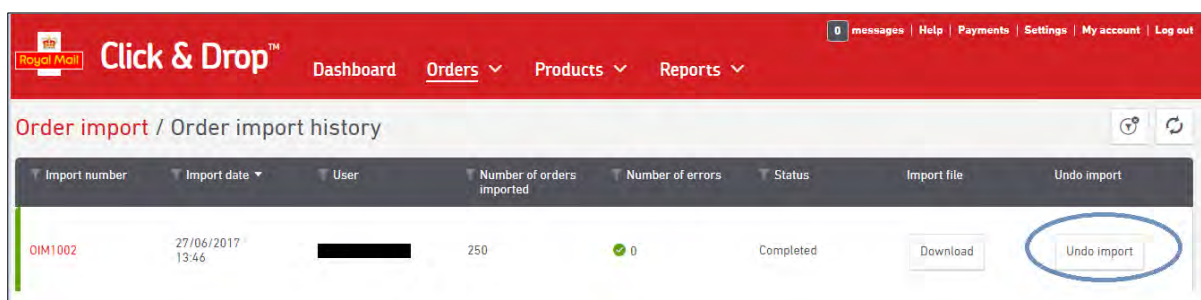


If all the data within the file is correctly formatted, you will see a message at the bottom of the screen confirming that your data has been imported



Click on the confirmation message, which will take you to the 'Order Import History' page.

Simply select the 'Undo import' button and this will remove the orders created but keep the address details in your Click & Drop address book.



Visit business.help.royalmail.com to find out how to access and update your Click & Drop address book.