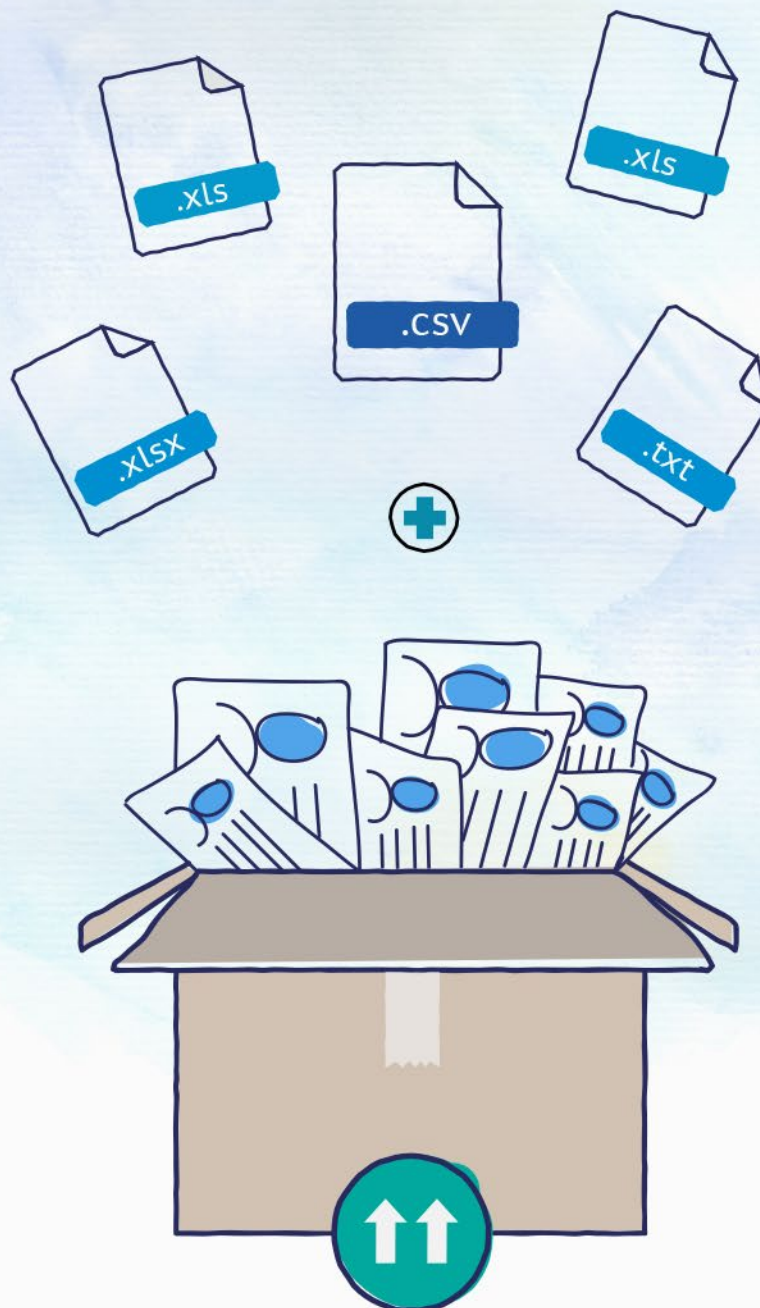


# IMPORT CONTACTS





# **IMPORT CONTACTS**

## **A User Guide**

Zoho Campaigns allows you to import contacts from other sources into a mailing list. Before you begin importing contacts, make sure that you've created a mailing list to save the data.

In this guide, you'll learn the different ways to import contacts from various sources, which file formats are compatible, possible error scenarios and finally understanding the import history.

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## Which file formats can be used to import contacts?

You can **Import Contacts** using either of these common spreadsheet formats:

- .xls, .xlsx (Excel documents)
- .csv (Comma separated value files)



**Note:** *Text files are not supported for contact imports.  
Email address is a mandatory field.*

## What is an Excel file?

Excel (.xls and .xlsx), is a spreadsheet that arranges data in rows and columns. Each record should be stored in a single row with its fields in different columns. An ideal excel sheet for import should look like this.

## What is a CSV file?

CSV files, as the name suggests, are files where data is listed as one record per line and each field is separated by a comma. A simple contact.csv file would look like this:

## 1. Header

The first line is the header, which defines the field names. In this case, the headers are Contact Email, First Name, etc. Each line is a single person in your contacts list with a corresponding name and email address.

## 2. Line breaks

It is important that a CSV file must have one record per line, otherwise the system will not accept your file.

## 3. Comma

Make sure the fields are separated by commas. When 2 fields are not separated by a comma, the file will not be imported.

# What problems can arise while Importing Contacts?

If you see an error message when importing files to your Zoho Campaigns account, it means there is an issue with your file, preventing its import. In this case, you should review your files and fix any errors.

Below are some different scenarios that can cause errors which prevent import:

**Missing the “@” symbol** – For example, jane.doegmail.com is missing the “@” symbol.

**Missing “.”** – For example, “Patrick@yahoocom” is missing the period.

**Spacing in File** – This could be due to the extra space present in the beginning of your contact list. The best way to prevent this error is to make use of the **TRIM** function to remove all spaces from the text.

**Email address with more than 6 characters after the last dot-** For example, jane.doe@zylker.incostica

**Non-English characters**

## Tips to remember while importing contacts (Excel)

- First row in a given file will be treated as field names.
- Column headers should not exceed 255 characters.
- File size should not exceed 30 MB.
- Avoid using hyperlinks in email addresses.
- Add email addresses under the appropriate column headers only.
- When saving an Excel file, the format should be saved as MS Excel 95 or later.
- When importing an Excel file, make sure to keep contacts on one sheet.
- Unexpected errors may occur if an XLS file contains any special controls, combo filters, or images embedded within it.

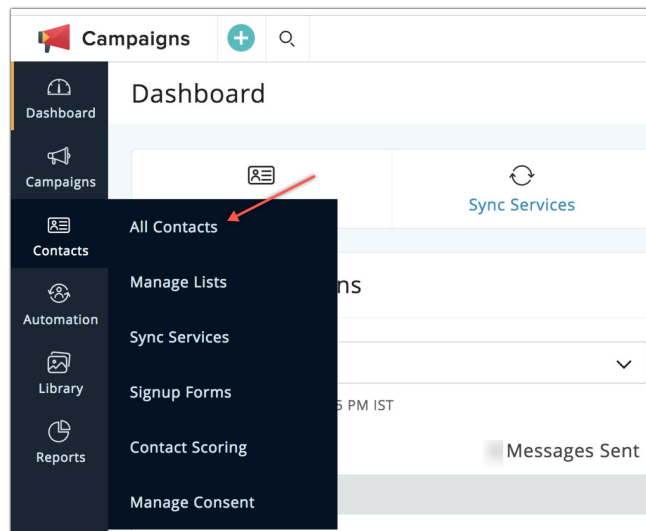
- Check box field value should be true or false.
- Date values must be in mm/dd/yyyy format. Dates in any other format will be ignored.
- Date Time values must be in MM/dd/yyyy hh:mm:ss format. Date Time values in any other format will be ignored.
- By default, the character encoding is UTF-8 (Unicode). Make sure you provide the correct character encoding if your import file requires different character encoding.
- We recommend that you test your import with a sample file before you import the actual data.
- Though we support excel file, there is a possibility that it may not work due to an unknown error. If this happens, we suggest converting your Excel file to a .CSV file and trying the import again.

## How do import contacts from a file?

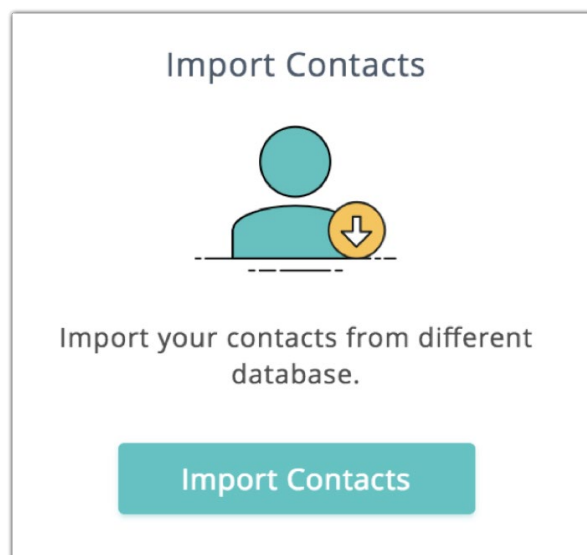
Before you import contacts, make sure to create a mailing list so that you can save the imported contacts to a recognizable file.

### Importing contacts from file

1. From the *Navigation* toolbar, choose **Contacts** and select **All contacts**.



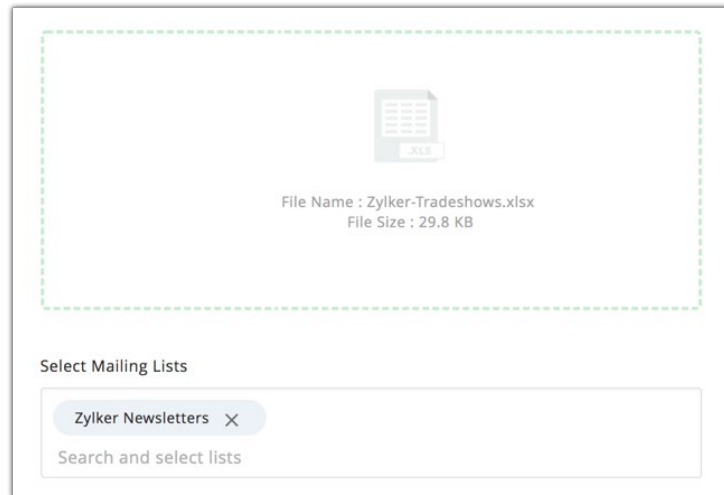
2. Click **Add**, then select **Import Contacts**.



3. . Choose a.csv or an excel file by clicking and dragging the file to the specified space.

4. Select which mailing list you'd like to import contacts to.





File Name : Zylker-Tradeshows.xlsx  
File Size : 29.8 KB

Select Mailing Lists

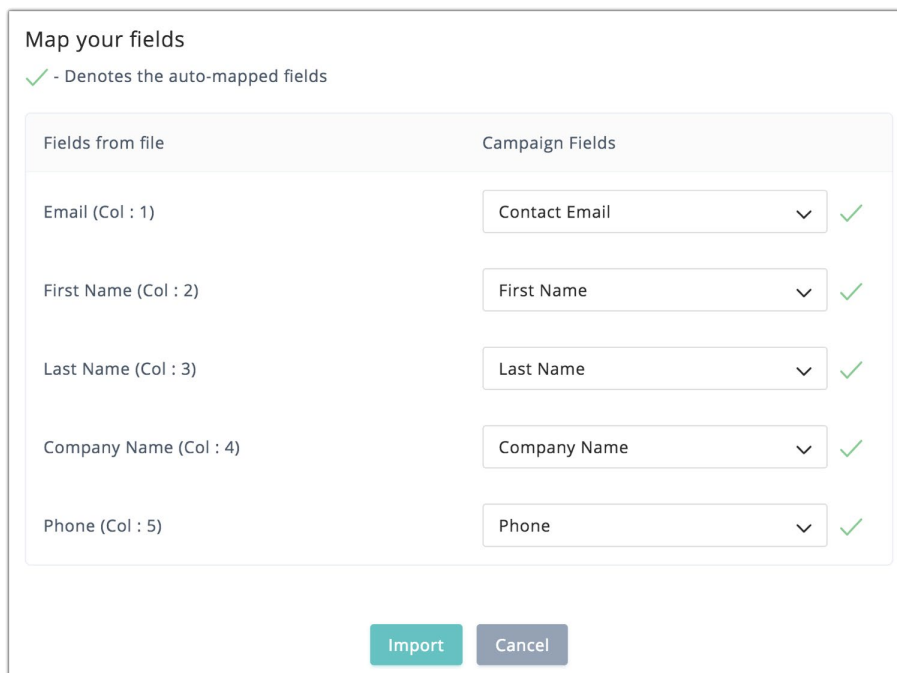
Zylker Newsletters X

Search and select lists

5. Click **Upload**.

## Map your Fields

1. Once you've uploaded your file, it is time to map the column headers to the fields in the mailing list. If you find a field to be irrelevant, you can skip it.



Map your fields

✓ - Denotes the auto-mapped fields

Fields from file	Campaign Fields
Email (Col : 1)	Contact Email ✓
First Name (Col : 2)	First Name ✓
Last Name (Col : 3)	Last Name ✓
Company Name (Col : 4)	Company Name ✓
Phone (Col : 5)	Phone ✓

Import Cancel

2. Click the **Import** button to start the import wizard.

## How can I view Import History?

The Import History page contains all of your imported contacts' details. You can view a generated report on your contacts after the import is complete. Zoho Campaigns makes it easy to view the entire history of imported contacts in a single step.

From the *Import History* page, you can view the number of newly added contacts, duplicate contacts, and ignored contacts. Just click one of the numbers to view the related contact details.

<div> <span>✓</span> Zylker_10_Apr_2018           Completed on 10 Apr 2018, 03:23 PM         </div>					
2	0	0	2	0	0
Total Count	New Contacts	Re-added Contacts	Duplicate Contacts	Ignored Contacts	Deleted Contacts

## Why are some of my contacts ignored?

There are a few reasons why you may see some contacts excluded from your list:

**Bounced** - Mail was undeliverable to the contact or the email address doesn't exist.

**Blocked**- Contacts blocked by Zoho Campaigns.

**Do-Not-Mail**- Contact has been moved to do-not-mail registry.

**Group Email(s)**- Contact address is generic. E.g., info@, administrator@, careers@, service@, support@, etc.

**File Duplicate(s)**- Contact present more than once in the file.

**Invalid Pattern**- Contact has an with invalid address. e.g. johngmail.com, jane@aol, ted@zylkercom

**Empty Email**- Contact's email address field is empty

**Other Errors** Contacts categorized as miscellaneous and don't fall into the above-mentioned categories.

1m by 1m unopened0.csv Completed on 23 July 2017							
212184 Ignored Subscribers	0 Bounced	0 Blocked	0 Do-not-mail	0 Group Email(s)	191884 File Duplicate(s)	19125 Invalid Pattern	1175 Empty Email

## Why group email addresses are not accepted while importing?

Zoho campaigns restrict the import of group email addresses such as info@zylker.com, support@zylker.com, admin@zylker.com, and help@zylker.com. These email addresses have a high probability of email getting landed in the spam folder

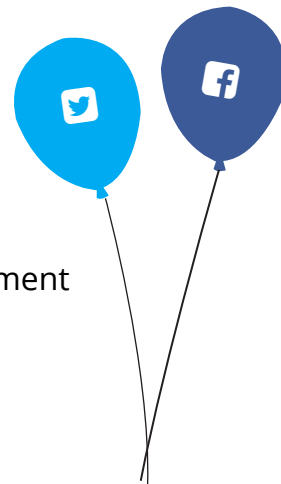
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