

FILE IMPORT CHECKLIST

Use this checklist to make sure your files import error-free every time

FILE FORMAT

- Is your file saved as a .csv?
- Have you cleared out all blank cells?

COLUMN HEADERS

- Do your headers match the field name in Signal Vine?
- Did you include the customer_id or signalvine_id for every contact already on the platform?

DATA

- Have you checked to make sure there are no duplicate phone numbers in the file?
- If timezone is included, is it in the correct format? The format should be: US/Eastern, US/Pacific, US/Central, US/Mountain.

SPECIAL FIELD TYPES

If you're not sure what types your fields are, you can find out from the Manage Fields menu in the Programs tab.

- Do you have any numeric fields? If so, the values in those columns cannot be blank (enter a 0 in any blank cells).
- Do you have date fields? If so, the date should be formatted yyyy-mm-dd.