

Please carefully review the following information. Failure to respect the formatting as outlined below will cause delays in processing your file.

General Specifications:

- Each line must include no more than one person (ex. John and Jane Smith MUST be separated into their own lines).
- Records without First and Last Name will not be imported.
- International addresses are currently not accepted.
- Email lists will ONLY be imported where postal codes have been provided.

Format Requirements:

Address Line 1 (column E)

Civic Address

- Characters – Formatted as title case
- Unit Number - A unit number should be placed before the civic number with a hyphen (16-220 Younge St).
- Civic (Street) Number Suffix - When a civic number suffix is present, there is no space when it is alpha (123A), and there is one space when it is a fraction (123 ½).
- Street Type - When an address is entered in English, the street type always follows the street name. When an address is entered in French, the street type appears before the street name (rue Ste-Catherine).

Non-Civic Address

- Mode of Delivery Information - Consists of the following elements:

Mode of Delivery Designator - The official Canada Post symbol for Post Office Box (PO BOX), Rural Route (RR), Suburban Service (SS), Mobile Route (MR), or General Delivery (GD).

- Mode of Delivery Identifier - Numeric identifier separated from the mode of delivery designator by one space. Please avoid the number sign (#) or the French abbreviation (no) before the mode of delivery identifier (PO BOX 123, not PO BOX #123).

Province (column G)

- The province should always be presented using the official two-letter symbol.

Alberta = AB

British Columbia = BC

Manitoba = MB

New Brunswick = NB

Newfoundland and Labrador = NL

Northwest Territories = NT

Nova Scotia = NS

Nunavut = NU

Ontario = ON

Prince Edward Island = PE

Québec = QC

Saskatchewan = SK

Yukon = YK

Postal Code (column H)

- The postal code entry must be entered in upper case with a space between the two groups of characters. The hyphen should not be used (ex. T0L-1K0).

Phone numbers (column I, J and K)

Phone numbers must be entered without any spaces or non-numbered characters, 6132370740 NOT (613) 237-0740. Phone Numbers without area codes will NOT be imported.

E-mail (column L)

The import file only supports one e-mail per contact. Entries without FirstName, LastName AND Postal Code CANNOT be imported.

Notes (column M)

Do not exceed more than 255 characters. Do not include any formatting codes (ex. carriage returns, paragraphs, etc.).

Sex (column N)

Gender should be entered using a one letter abbreviation:

Male = M

Female = F

Date of Birth (column O)

Must be returned in the standard Canadian date format Day/Month/Year (DD/MM/YYYY). October 1, 1950 would be entered as 1/10/1950. You should also ensure that your local operating system's regional settings are also set accordingly.