

Additional Information for Merge Fax Uploading

1. The most important key to successfully uploading a merge fax broadcast is to have your Excel- CSV saved database in the correct format. Please see **Faxem Personalised Fax Instructions** for details of correct database format.

2. Simple things to always do in a merge fax broadcast include:

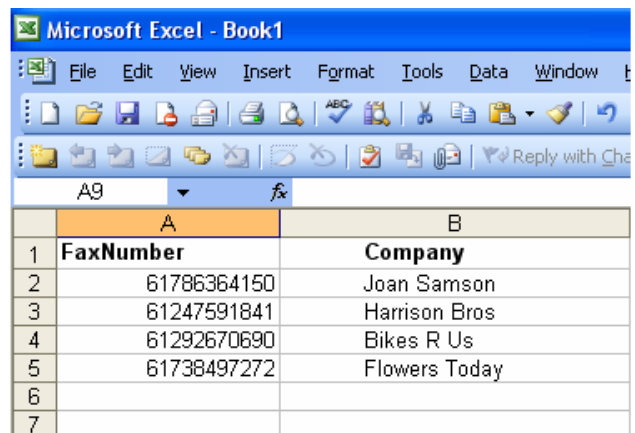
- Make sure numbers are all in correct international format, see diagram to right.

- In the column heading don't include any spacing between words e.g. Fax number- should be **Faxnumber**.

- If database being used originally had other information within it which has been deleted, it is always best to copy all new information and paste into a clean spreadsheet. This way, no formatting, which can cause errors, will effect uploading.

- In other columns, e.g. business name/ company, always check there are **no semi colons, commas** etc within the text, as this will cause errors in the 'Distribution Line'. Simply remove these by selecting column, go Edit, Find, Replace- then **replace all ; or , with a space or nothing**.

- In the Word Document, try to **keep merge fields simple** and where possible on separate lines, the reason being is that company's do not have the same size name or details and when trying to merge information in a limit space it can often cause problems with spacing and movement of text.



	A	B
1	FaxNumber	Company
2	61786364150	Joan Samson
3	61247591841	Harrison Bros
4	61292670690	Bikes R Us
5	61738497272	Flowers Today
6		
7		

- It is very important to only have the font in the Word document as either **Arial or Times New Roman**. Other fonts can cause errors in the 'Distribution Line'.
- When merging currency amounts, do **not place a \$ sign** in the excel sheet next to the numbers, only include the number amount, with 2 decimal places, in the column. Then simply place the \$ sign in the word document- to the left of the merge number field.
- Be cautious of adding merge fields to tables as the text may overwrite into additional fields.
- Always check that your excel file is saved as a **CSV (comma delimited)** file before uploading.
- Always tick the **Personalised** option in the job insertion page.

3. Please contact your customer service team on **1300 667 355** if you cannot successfully upload your broadcast or if you have any general queries.