

How to...

remove hidden quotes and tabs from CSV files



Removing hidden quote marks and tabs from CSV Files

When exporting a database of subscribers as a .csv (comma separated variable) file, many types of software can add unwanted quote marks (") and tab characters to the data.

Additionally, programs such as Microsoft Excel (often used to open .csv files to make viewing of columns easier) can insert invisible quote marks around unrecognised symbols.

This will not be obvious until you try to upload the exported file into a NewZapp account. The extra quote marks and tabs can dramatically alter the way the data is formatted so they are best removed before bringing the file contents into the account.

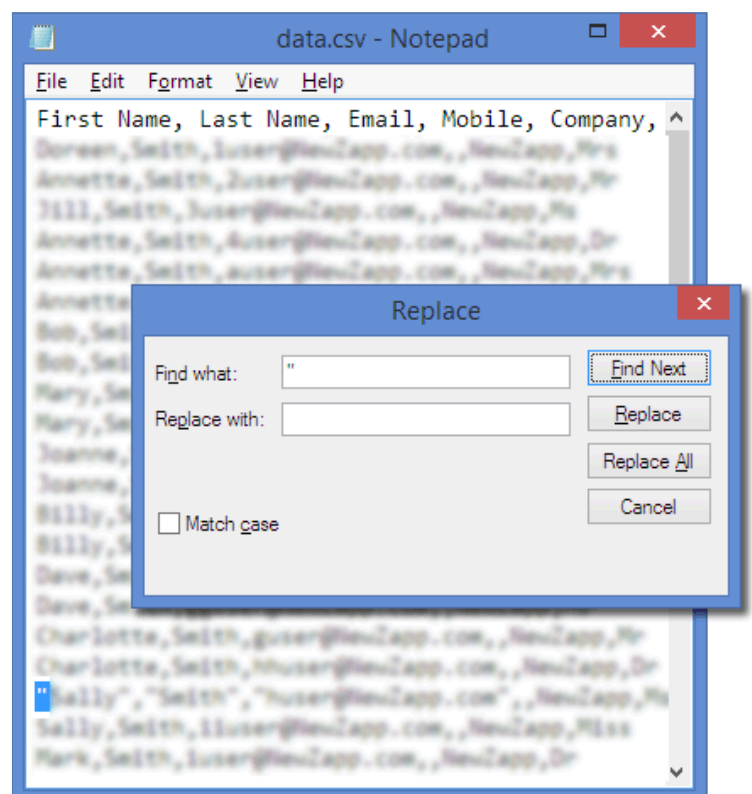
Method for removing unnecessary quote marks in Notepad

Opening your file in Notepad instead of opening it as a spreadsheet should allow you to find and delete quote marks which were added by the program as your .csv file was made.

1. Find the .csv subscriber data file on your network, right click and choose to **open with Notepad** (or TextEdit on Mac). Once the file is open, the quote marks will be visible.
2. The best method to find all of them is to use **Find and Replace** or an equivalent function to remove all the quote marks.
3. On the pop-up ask the function to find " and to replace with nothing. Click **Replace All**
4. Close your file, remembering to **Save** changes when prompted. This will automatically save your file in .csv format

Your subscriber data is now ready to be imported into your NewZapp account, with the data appearing in the correct columns.

If you still experience problems it may be that the quote marks are being hidden from view in Notepad.

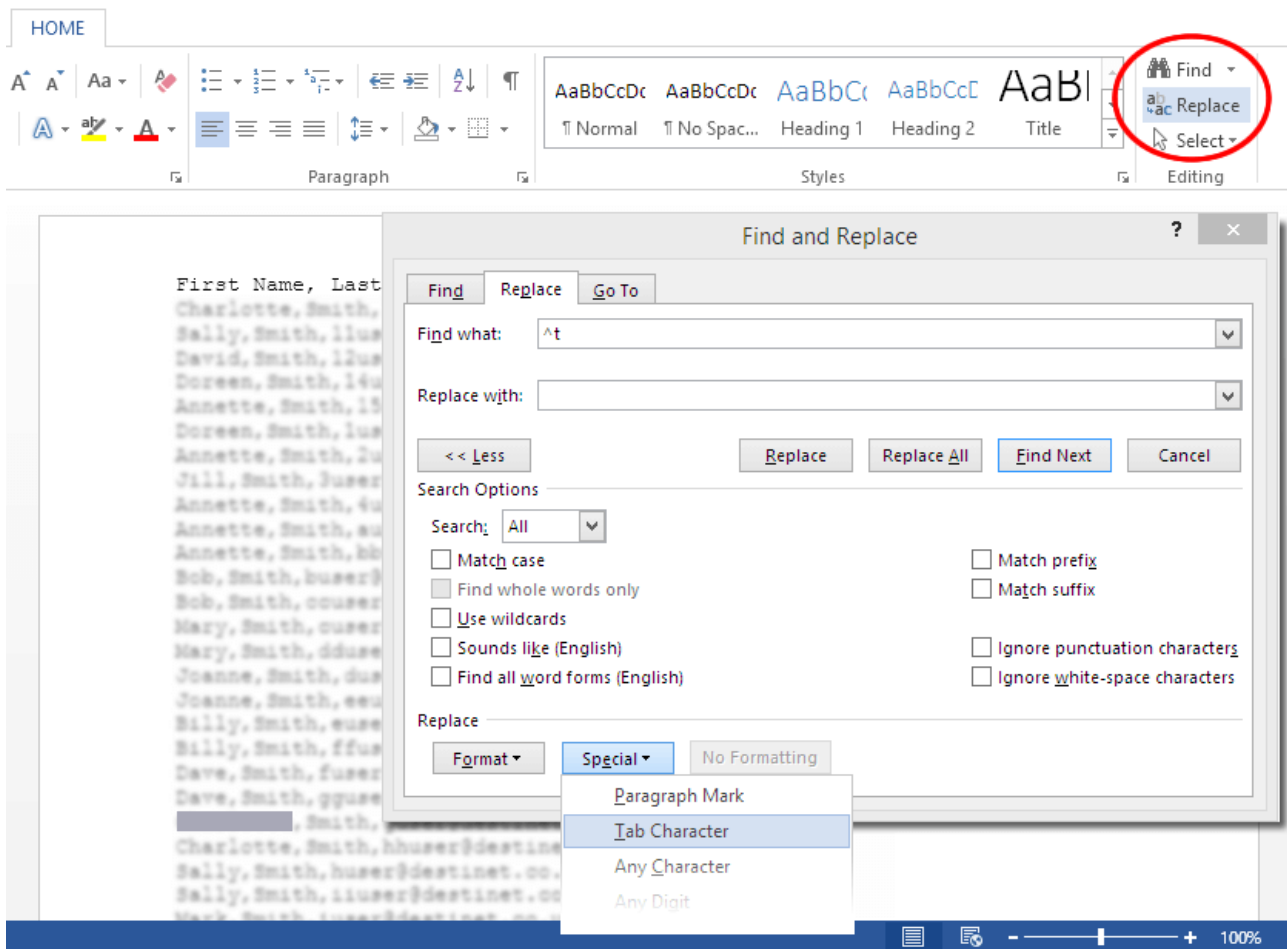


Method for finding and removing hidden quote marks and tabs in Word

The 'tab' character is something that is not easy to find and replace using the above method, so for this you would use a different program.

Here we're using Microsoft Office Word but you can also use Pages on a Mac.

1. Right click on the .csv subscriber data file and **open with Word**
2. On the **HOME** tab, click the **Replace** button.
3. On the pop-up, click on the **More** button.
4. Then open the **Special** dropdown and select **Tab Character** from the list – this will be inserted into the 'Find what' field.
5. Leave the 'Replace with' field blank and click **Replace All** to remove all the tab characters.
6. Close your file, remembering to **Save** changes when prompted. This will automatically save your file in .csv format.



Your subscriber data is now ready to be imported into your NewZapp account

For more information on getting the most from your NewZapp account, visit our [Help Centre](#) or contact us on support@newzapp.com.