

BEST PRACTICES / import methods: a quick breakdown

Overwrite VS Keep Existing

When importing contacts, you'll see, "If contacts in your Outlook CSV file already exist in your account:" with your two options being to "Overwrite" or "Keep Existing". But what do those two options mean?

OVERWRITE

When you select the "overwrite" option, you are choosing to let the rezora system replace a contact's information with what is in the import file.

KEEP EXISTING

When you select the "keep existing" option, you are choosing to keep a contacts information as it already is in the rezora system.

When you select "Overwrite", every contact will be imported, regardless of whether or not they already exist in your contact page. However, you will *not* end up with two of the same contact.

But, when you select "Keep Existing", contacts whose email address already exists in your contact page will not be imported.

Step 2: Import your Outlook CSV file

Outlook CSV file:

If contacts in your Outlook CSV file already exist in your account:

Overwrite the existing contacts

Keep the existing contacts (ignore those contacts in the Outlook CSV file)

Add these contacts to distribution list:

