How to Format Phone Display and Submission

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The Phone Number Formatting extension lets you control how phone numbers appear as users type them, and how they are formatted when submitted to your integrations. It works with the native phone field or any custom field set to a **Textbox** or **Text Area** field type.

Important: Do not set the **Validation** dropdown on a field when using this extension. The extension controls phone input directly — using both at the same time will cause conflicts.

Step 1: Install the extension

1. Click your account dropdown (top right) and select Extensions.
2. Find the Phone Number Formatting extension and install it.

Step 2: Set the display format

The display format controls how the phone number appears as the user types it. The extension blocks invalid input in real time - letters, extra digits, and non-matching characters cannot be entered. If a user submits an incomplete number, an error message prompts them to enter the correct number of digits.

1. In the **Design Editor**, select the custom field.
2. Add the metadata key **phone_display**.
3. Set the value to your desired format template, using x in place of each digit.

Metadata value	Description
xxx-xxx-xxxx	10-digit number
(xxx)xxx-xxxx	10-digit number with area code in parentheses
xxx-xxx-xxx	9-digit number
(xxx)xxx-xxx	9-digit number with area code in parentheses

Step 3: Set the submission format

The submission format controls how the phone number is sent to your integrations and Pipelines. Use this when your CRM or email platform requires a specific format.

1. On the same field, Add the metadata key **phone_submit**.
2. Set the value to your desired submission format template, using x in place of each digit.

Metadata Value	Description
xxxxxxxxxx	10-digit number, no special characters

1xxxxxxxxxx	10-digit number with a leading 1
+1xxxxxxxxxx	10-digit number with a leading +1
xxxxxxxxx	9-digit number, no special characters

Your custom field should have metadata that looks something like this:

