TakeWebPayments / EasyWebDocs
Standard Data Import

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Overview

The TWP Integration supports importing of data using CSV files. This document describes the format of the CSV file and the process for importing it.

CSV File Format

Basic Format

- The CSV file must be an ASCII text file. Unicode characters are not supported.
- Each line of the CSV file must end with a carriage return line feed combination (ASCI 13, and 10).
- The first row in the file must be a header row consisting of the fields you are including.
- Carriage returns and line feeds cannot exist in any data fields.
- A carriage return/line feed is not required on the last row of data (but is allowed)
- Any blank line in the file is ignored.
- The following fields are required in every file. Other fields are optional.
    - UniqueID
    - PrimaryAccountName
    - PrimaryFirstName
    - PrimaryLastName
- Any field not included is treated as if you set it to its default value.
    - boolean → false
    - string → blank
    - date → blank
    - number → zero or blank

Naming Conventions

- Every file you must have a unique name. You are responsible for not uploading a file with the same name more than once. We recommend using a date or time stamp to avoid this happening.

Data Formats

- Dates must be in the format YYYY-MM-DD.
- Boolean fields can be either “true” or “false”. A value of blank (“”) will be treated as “false”.
- Custom fields are treated as text fields so you may use any format you want to indicate dates (i.e. “Monday, May 5th, 2020”).

Header Row

The header row (the first row in the file) may contain any number of field names from the list of supported fields (see below). There is no specific order required for the fields. The field names are case sensitive. Any field name that is not recognized will cause an error. You may also include any number of custom fields. (See Custom Fields section below.)

Custom Fields

In addition to the supported fields, you may have any number of custom fields. All custom fields are treated as text and will show up exactly how you supply them. Custom fields must be prefixed with and asterisk (*). This lets the import know that it is not a standard field. Custom fields should not reuse any existing field names. They should contain only letters and numbers. Examples are show below:

- *LoanType
- *LegalDisclosure
- *Address2

Payment Fields

Each payment consists of 3 fields which are all combined to make up a payment record. The 2 fields are:

- PaymentAmt
- PaymentDate
- PaymentDesc

Each consumer record may have up to 100 payments. When specifying payments, start with the suffix of '1' for each field name and increment it for each payment. You do not need to put the payments in any specific order. The system will sort them by date regardless the order in the data file. The Amount and Date fields are required for each payment. The Description field is optional.

Below is an example of the payment fields in a record:

================
PaymentAmt1,PaymentDate1,PaymentAmt1,PaymentntDate2,PaymentDesc1,PaymentDesc2
100.00,2020-01-15,150.00,2020-02-15,Check Payment,Online Payment
================

Post Date Fields

Post Dates use the same logic as Payments except their fieldnames are:

- PostDateAmt
- PostDateDate
- PostDateDesc

Example Files

Below are multiple examples of file that contain only one record (for simplicity). Your file can contain any number of fields and records. Because of word wrap, some records appear to extend onto multiple lines. That would not be the case when saving in a CSV file.

Example 2 – Simple File:

================
Unique,	UniqueID,PrimaryAccountName,PrimaryFirstName,PrimaryLastName
12345,John Doe,John,Doe
================

Example 2 – More Fields:

================
UniqueID,PrimaryAccountName,PrimaryFirstName,PrimaryLastName,CurrentBalance,AllowConsumerToAccess,AcceptCheckingPayment,AcceptCreditCardPayment,OriginalCreditor
12345,John Doe,John,Doe,2000.55,true,true,false,ACME Credit
================

Example 3 – With Custom Fields:

================
UniqueID,PrimaryAccountName,PrimaryFirstName,PrimaryLastName,CurrentBalance,AllowConsumerToAccess,AcceptCheckingPayment,
AcceptCreditCardPayment,OriginalCreditor,*CoBorrowerName,*AccountType
12345,John Doe,John,Doe,2000.55,true,true,false,ACME Credit,Jane Doe,Loan
================

Standard Fields

Name	Type	Description
UniqueID (required)	String	A unique identifier for each account. Sometimes called the Reference Number or account number. This should never change.
AllowConsumerToAccess	Bool	Allows the consumer to view the account information. If this is set to true a user sees their account information. When set to false, some of their information will show up as “unavailable” and they will not be able to make payment. This can be used to

		disable access to a single account without removing it.
PrimaryAccountName (required)	String	Complete name of primary account holder
PrimaryFirstName (required)	String	First name of the primary account holder
PrimaryLastName (required)	String	Last name of the primary account holder
Address	String	Address of account holder
City	String	City of account holder
State	String	State of account holder
Zip	String	Zip code of account holder
Email	String	The email address for the account holder
SSN	String	Social security number (or the last 4 of the SSN)
DOB	Date	Date of birth
AssignedBalance	Decimal	The beginning balance when the account was assigned
AssignedDate	Date	The date the account was assigned
CurrentBalance	Decimal	The current balance on the account
CanMakePayment	Bool	Can the user make a payment on this account? By default, they will be prevented from making a payment, if the balance is zero. However, you can prevent payments for other reasons (i.e. Complaint, Settlement, already scheduled payments).
AcceptCheckingPayment	Bool	True if single ACH Payments are allowed. False otherwise.
AcceptCreditCardPayment	Bool	True if credit cards will be accepted for this account, false otherwise.
AcceptDebitCardPayment	Bool	True if debit cards will be accepted for this account, false otherwise. (bin detection component required)
AcceptRecurringCheckingPayment	Bool	True if recurring checking account (ACH) payments are allowed
AcceptRecurringCreditCard	Bool	True if recurring credit card payments are allowed (must be supported by your gateway)
AcceptRecurringDebitCard	Bool	True if recurring debit card payments are allowed (must be supported by your gateway)
SettlementOffered	Bool	True if a settlement was offered on this account, false otherwise
SettlementAmount	Decimal	The amount of the settlement that was offered on this account.

MaxSettlementPayments	integer	The maximum number of payments allowed for a settlement on this account.
MaxSettlementDate	Date	The last date a payment can be schedule to complete a settlement arrangement.
ClientID	String	A unique client ID used to identify the client in the integrated system
InternalStatus	String	The status of the account. This is an internal status and will NOT be shown to the user.
StatusOfAccount	String	The status of the account that can be displayed to the user. If not specified this will not be shown. This is visible to the user. Do NOT use internal statuses.
OriginalAccountNumber	String	The account number that was originally assigned to the account.
OriginalCreditor	String	The name of the original creditor
ClientName	String	The name of the client.
CollectorNameShort	String	The name of the collector assigned to this account. This is a shorter name used if you want to abbreviate or use a desk.
CollectorNameLong	String	The name of the collector assigned to this account.
CollectorPhone	String	The phone number to reach the collector.
CustomAccountFields	Other	
PaymentAmt1-PaymentAmt100	Decimal	Amount of the payment (see payment fields)
PaymentDate1-PaymentntDate100	Date	Date of the payment (see payment fields)
PaymentDesc1-PaymentDesc100	String	Description of the payment (max 50 characters) (see payment fields)
PostDateAmt1-PostDateAmt100	Decimal	Amount of the postdate (see postdate fields)
PostDateDate1-PostDateDate100	Date	Date of the postdate (see postdate fields)
PostDateDesc1-PostDateDesc100	String	Description of the postdate (max 50 characters) (see postdate fields)

Additional Fields

The fields below are not data fields for the account. Instead, they are action fields that can be included with an account. They will cause an action to occur after the import of the file.

Name	Type	Description
EmailTemplateName	String	This field may contain the internal template name of one of your email templates. When this field contains a value, an email batch will be created after the file is imported. This field and any values in it are optional. You can add a value on some records and not on others. Any value that is included must be a valid email template name.

Common Questions

What is the format of the data file?
The format details of the CSV file are listed below this section. The format has standard fields and allows for unlimited custom fields.

How often should I upload the data file?
We recommend uploading a new data file once per day. This ensures that the consumer information is no more than one (1) day old, provided up-to-date information to Consumers.

Do you support real-time/live data access instead of having day old data?
Yes – advanced setups are available that allow your data to be live on the website. These setups require integration software and setup by your Agency. This setup has advantages but requires that you have the IT personnel to install/manage/troubleshoot. There is also an additional fee for this setup.

How do I upload the file?
Your agency will have access to an SFTP site. You may use any tool that supports SFTP to upload your file, or you may automate a process that uploads the file on a regular basis.

How long does it take to import my data?
Our systems run 24/7 and look for any new data files. Most data files are processed within one (1) hour of uploading; larger files may take more time. These processes seamlessly run behind the scenes, making the solution full accessible to all users and Consumers while the data is imported.

Can we import other types of files?
If you are unable to produce the standard data import files, our team can work with you to create a custom import that will read the format you are able to produce and import it. Additional technical programming costs apply.