Bernard's Standard Transaction Import

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Overview

The Standard Transaction Import is a means for all Bernard clients to import data into their database using a standardized set of files and rules, which means there is little-to-no intervention required on the part of a Bernard staff member. Typically, the only intervention needed is to receive a set of Test import files and confirm that they can be processed without any issues.

However, we do understand that some clients have import needs that fall outside the scope of the Standard Import, and for those situations it might make more sense to create a custom integration that specifically addresses your import needs.

If after reading through this document you feel that a custom integration makes more sense, please contact our Support team to discuss pricing and scheduling options for a new custom solution.

Also, please be aware that many of the items covered in this document might be self-evident if you are already familiar with Bernard and Rapid Entry (our data entry system).

As such, if you are an external vendor with questions about some of the terminology used here, or are unclear about specific values that should be passed to us, please first contact the client to discuss those questions with them, as they will likely know the answer.

Standard Imports and their settings are created and managed by a Bernard staff member, and database users do not have the ability to create or alter import jobs. If you have changes you'd like to request, you'll need to let us know.

Remaining questions should be directed to our Support team (support@mybernard.com).

Basic Import Requirements

All standard imports are file-based imports, where you will generate a set of comma-delimited (CSV) files containing the data that needs to be imported. These data files get posted to a dedicated FTP folder, where they get picked up automatically by the Bernard application on some pre-determined schedule.

That FTP folder can reside on your server or ours, it doesn't matter. However, if it's your server, we do require that it is a secure FTP site utilizing SSH or SSL encryption.

Every import consists of 2 required files: the *Transaction* file and the *Details* file. These 2 files are related to each other, and they represent a one-to-many relationship, where a single Transaction record can have many related Detail records.

If either file is missing at the time of the import, it will fail.

Heads-Up: In rare scenarios, you or your external application might be posting files to the FTP site at the very moment the import is trying to pick them up, which could result in a "missing" file and subsequent Error email. Our Support team can help get this error resolved for you.

File Requirements

- Both files require a header record containing the field names. Failure to include a header will result in a failed import.

- All of the fields within the files are required to be there – even if they are empty.

- The order of the fields is not important and any extra fields in the file will be ignored.

- All of the field names are fixed and must be spelled and formatted correctly.

- File names must follow a specific naming convention:

    - ***ClientName_Type_DATE_*Transactions.csv** (or .txt)
    - ***ClientName_Type_DATE_*Details.csv** (or .txt)

        - Where *ClientName*, *Type*, and *Date* are variable values.

        - The *Type* field typically indicates the source of the data – maybe *CallCenter* or *Web*.

        - If more than one import is expected to happen in a given day, the *DATE* part must be in the following format: *YYYYMMDDHHMMSS.* Otherwise, the following format is preferred: *YYYYMMDD*

        - The first 3 fields of the file name must match exactly.

- Prior files are saved on our server for a period of time, so posting another file with the same name will result in that file failing to import because it will be recognized as a duplicate.

The Transaction File

The Transaction file provides high level information about the transaction itself, including the total amount, donor information, shipping information, etc. Every transaction record must have a unique identifier in the **TRANSCTION_ID** column. This is the field that will relate to the associated records in the Details file.

A	B	C	D	E	F
TRANSACTION_ID	CHANNEL	DONOR_ID	TRANSACTION_DATE	APPEAL_CODE	SEGMENT_CODE
1	Phone	431543217	5/19/2015	ABC123	A
2	Phone		5/19/2015	123XYZ	23
3	Phone		5/19/2015	123XYZ	23
4	Phone		5/19/2015	ABC123	B

CHANNEL can be any custom value that you choose, indicating the source or channel where the transaction was generated. Common values include: *Internet*, *Mail*, and *Phone*.

DONOR_ID is a Bernard-specific identifier, used to look up a partner record within your database. If left empty, this record will be considered a New Name. You have the option of either throwing an error if the DONOR_ID is empty, or creating them as a New Name in the database (see Import Options).

TRANSACTION_DATE is the accounting date, which may differ from the date when this record was created in the file. If empty, today's date will be used during the import.

APPEAL_CODE maps to a specific appeal in Bernard. You have the option of throwing an error for this record if the appeal is empty. You also have the option of creating the appeal if it is not empty and cannot be found within Bernard. Furthermore, you have the option of setting the newly created appeal to Inactive within Bernard, so it will be invisible during data entry. You also have the option of setting erroneous cases to a specific default Appeal, so they don't actually error out (see Import Options).

SEGMENT_CODE maps to a specific appeal segment within Bernard. You have the option of throwing an error for this record if the segment is empty. You also have the option of creating the segment if it is not empty and cannot be found within Bernard. If the segment is created, and there is no Pull for this appeal, we will create a pending Pull, since all segments must be part of a Pull (see Import Options).

G	H	I	J	K	L	M	N
TITLE	FIRST_NAME	MIDDLE_INITIAL	LAST_NAME	SUFFIX	SALUTATION	SPOUSE	COMPANY
Mr.	Nathaniel		Taylor				
Mrs.	Judy		Lear				
	Christopher		Tucker	JR.			
	Stephen		Chow				

Name information is only required if there is no DONOR_ID value, and if you've chosen to create New Names if there is not a DONOR_ID. Every New Name in Bernard requires some form of name information: either a *First/Last Name*, or a *Company* name. Failure to include some form of Name information will result in an error being thrown instead of a New Name.

O	P	Q	R	S	T	U	V	W
ADDRESS1	ADDRESS2	ADDRESS3	CITY	STATE_PROV	POSTAL_CODE	COUNTRY	EMAIL	PHONE
2625 Orchard Way	Ste 150		Phil	TX	78744	US		333-333-3333
52923 N Masher St			Fredonia	KY	42411	US		
5462 Hulker Rd	Apt 1		Austin	PA	19120	US		22222222222
64252 S Interstate 35			North Augusta	SC	29860	US		(444)444-44444

Primary Contact information is only required if there is no DONOR_ID value, and if you've chosen to create New Names if there is not a DONOR_ID. Every New Name in Bernard requires some form of contact information: either an *Address*, or an *Email*, or a *Primary Phone* number. Failure to include some form of Contact information will result in an error being thrown instead of a New Name.

COUNTRY uses the 2-character Standard ISO 3166 format (http://en.wikipedia.org/wiki/ISO_3166-1_alpha-2).

If creating New Names, the address will be automatically validated against the USPS database, with additional geocode and deliverability information appended to it.

X	Y	Z	AA	AB
BIRTH_DATE	ORIGIN_SOURCE	FLAGS	CUSTOM_DATA	NOTES
	Unknown	Flag1|Flag2	FieldID1:ABCDE|FieldID2:Value2	This is a plain test Note.
	Web	CustomFlag123|NoDirectMail|CustomFlagID3		Subject:Test subject|Type:TestType|Note:Testing
	Test	UndeliverableAddress		
		NoEmailSolicitation	CustomDataFieldID2:ValueForField2	

BIRTH_DATE and **ORIGIN_SOURCE** are not required and will only be added if there is no DONOR_ID value, and if you've chosen to create New Names if there is not a DONOR_ID. If ORIGIN_SOURCE is empty, the APPEAL_CODE value will be assigned automatically. If the APPEAL_CODE is empty, a value of "Unknown" will be assigned.

FLAGS and **CUSTOM_DATA** are pipe-delimited lists of values to add to *both new and existing* partner records.

FLAGS should be used to add both standard and custom Bernard flags. Standard flags should be passed without any spaces. So the 'No Direct Mail' flag should be *NoDirectMail*.

CUSTOM_DATA fields are separated from one another by a pipe, and the field name is separated from the field value by a colon.

NOTES can be added as either a transaction note, or a partner note. If a partner note, you can optionally include a Subject and Note Type using the same pipe/colon delineation that the CUSTOM_DATA field uses (see Import Options).

AC	AD	AE	AF	AG	AH	AI	AJ
TOTAL_TRANSACTION_AMOUNT	SHIPPING_HANDLING_CHARGE	TAX_AMOUNT	PAYMENT_METHOD	NUMBER	EXTRA_NUMBER	CC_EXPIRATION_DATE	CC_APPROVAL_INFORMATION
31.00	1.50	0.00	CreditCard	x1234		12/16	
5.00	0.00	0.00	CreditCard	x3456		09/15	Approval Code:12345|etc:123
13.65	1.65	0.00	Check	33333			
22.00	3.00	0.00	Cash				

TOTAL_TRANSACTION_AMOUNT is the sum of all Detail items + Shipping Cost + Tax Amount. It does NOT include any Pledge amount, as explained later in this document. It is strictly for monetary amounts already received, and pledges by nature indicate future revenue not yet received.

PAYMENT_TYPE is required if there is a monetary amount. Values can include: *CreditCard*, *EFT*, *Check*, *Cash*, or *{Other Custom Value that isn't meaningful to Bernard}*

NUMBER is either the Credit Card number, EFT Account number, or Check number.

EXTRA_NUMBER is either the Credit Card CCV code, or the EFT Routing number.

Heads-Up: *If Bernard is responsible for handling your credit card or EFT payments, and the transactions contained in this file have yet to be charged or billed, we'll need the full credit card details, including Card Number, Expiration Date, and CCV code for a payment type of Credit Card, or the full account number and routing number for a payment type of EFT.*

Due to PCI Compliance regulations, we cannot accept un-encrypted files if the above data is being passed to us. The files will need to be PGP encrypted using the public Bernard encryption key, as well as being posted to a secure FTP site using either SSH or SSL encryption.

Contact our Support team if you'd like access to our public PGP encryption key.

CC_APPROVAL_INFORMATION could include relevant information if the payment was charged prior to us having received it.

BILLING information (Name and Address) are only required if the billing address differs from the primary name and address information.

SHIPPING_METHOD is a free-form optional field. Common values include *USPS Standard*, *UPS 2-Day*, etc

SHIPTO information (Name and Address) are only required if the shipping address differs from the primary name and address information.

BB	BC	BD	BE
MEDIA_OUTLET	MEDIA_PROGRAM	ALLOW_CONDITIONAL_RESPONSES	RESPONSE_LIST
XM-RADIO	89.4	TRUE	
TV	1234	FALSE	Thank You Letter A|New Name Letter 1
TV	4321		
XM	900		

MEDIA_OUTLET and **PROGRAM** are only relevant to clients utilizing the Media Program module of Bernard. If you are unfamiliar with this, please contact our Support team.

ALLOW_CONDITIONAL_RESPONSES is typically left empty by default. This field allows you to override the import-wide setting to trigger conditional responses on a transaction-by-transaction basis. You also have the option of triggering conditional responses at the import-wide level (see Import Options).

RESPONSE_LIST is a pipe-delimited list of specific acknowledgements you'd like sent to the partner for this specific transaction. Note that if you ARE allowing conditional responses and this transaction meets one of those conditions, that response will also be triggered (see Import Options).

The Details File

The Details file provides more specific information about the transaction itself, and can contain any number of records for a single transaction. Every detail record must have a unique identifier in the **DETAIL_ID** column. The **TRANSACTION_ID** column relates back to the associated record in the Transaction file.

	A	B	C	D	E	F	G
	DETAIL_ID	TRANSACTION_ID	LINE_ITEM_TYPE	PRODUCT_SKU	AMOUNT	QUANTITY	FUND_ID
	1	1	GIFT	NASC05	25.00	1	TESTFUND
	2	1	ORDER	SOSC01	4.50	1	TESTFUND
	3	2	PLEDGE		12.00	1	
	4	2	GIFT		5.00	1	TESTFUND
	5	3	ORDER	LEGD04	12.00	1	TESTFUND
	7	4	ORDER	0804C01	9.50	1	TESTFUND
	9	4	ORDER	NASC05	4.50	1	TESTFUND

LINE_ITEM_TYPE is required and indicates the type of Detail being presented. The standard types supported are:

- *Gift*, or *Donation*, or *Contribution*   (all 3 values are treated the same)
- *Order*, or *Product*, or *Item*   (all 3 values are treated the same)
- *Pledge*, or *Vow*   (both values are treated the same)

PRODUCT_SKU maps to an existing product in Bernard's Inventory module. If the product cannot be found, you can choose to have that product created automatically during the import. Otherwise, an error will be thrown for that record requiring you to manually fix the order after the import is complete (see Import Options).

For *Gift* or *Donation* line item types where a PRODUCT_SKU is included, it will be considered a Premium product and discounted down to $0.00 if it has a price in Bernard's inventory.

Heads-Up: *You have the option of giving a list of "product SKUs" which should actually act like donations. This is useful for external applications that treat everything like a product, since Bernard makes a clear distinction (see Import Options).*

AMOUNT functions as the gift amount, product price, or pledge amount.

QUANTITY should always be 1 or more for Product Orders, otherwise an error will be thrown for that record requiring you to manually fix the order after the import is complete.

FUND_ID maps to a specific fund in Bernard. You have the option of throwing an error for this record if the fund is empty. You also have the option of creating the fund if it is not empty and cannot be found within Bernard. You also have the option of setting erroneous cases to a specific default Fund, so they don't actually error out (see Import Options).

The sum of (AMOUNT * QUANTITY) for all transactional items should not exceed the TOTAL_TRANSACTION_AMOUNT. This means that any discounts to products should be done beforehand, and the AMOUNT field should be reduced to the final, correct amount.

H	I	J	K	L	M
PLEDGE_ID	PLEDGE_START_DATE	PLEDGE_TYPE	PLEDGE_FREQUENCY	PLEDGE_AUTOMATIC_PAYMENT	PLEDGE_PROGRAM
123	5/19/2015	OpenEnded	Monthly	TRUE	TestProgramID
123					

The **PLEDGE fields** are only relevant to line item types of *Pledge*. Any values passed in the PLEDGE fields will be ignored if the line item type is not *Pledge*.

When a pledge is created, you can optionally include a PLEDGE_ID, in the case that a donation is made at the same time and should be applied to that pledge. The ID will tell the import that the donation should be applied to the pledge that was just created.

PLEDGE_START_DATE is only necessary when creating automatic recurring pledges in Bernard. This field tells the system when to start billing that recurring pledge, so if the start date is set to today (or earlier), it will be fair game for all future recurring billing.

We will also use the Day value of the PLEDGE_START_DATE to indicate the day of the month with which to bill that recurring payment. If the Start Date is set to 06/15/2015, then it is assumed that the 15th of the month is when future recurring payment should occur.

PLEDGE_TYPE valid choices are limited to one of the following:
- OneTime
- OpenEnded
- FixedPeriod
- GoalBased

PLEDGE_FREQUENCY valid choices are limited to one of the following:
- Once
- Daily
- Weekly
- Semimonthly
- Monthly
- Quarterly
- Semiannually
- Annually

PLEDGE_AUTOMATIC_PAYMENT indicates if this should be an automatic recurring payment in Bernard. This is only valid if Bernard is responsible for handling your automated credit card or EFT payments. Set to TRUE if we should process the future billing for this pledge.

PLEDGE_PROGRAM maps to a specific pledge program in Bernard. This field is required for automatic recurring payments.

If the first payment on a pledge is made at the same time as the pledge, the Details file MUST include 2 line items with the same TRANSACTION_ID, 1 for the pledge and 1 for the first payment. That second record should have a line item type of *Gift* or *Donation*.

Import Options

The following options are available for all client imports. These options are import-specific, meaning you can have 2 different types of imports that each have their own settings.

Partner Settings

Throw an Error if Partner ID is Empty	☐		
Create Partners if They Don't Exist	☐		
Force New Partners to be QC'd in Rapid Entry	☐		
Verify Prefix and Suffix Against NameWords Table	☐		
Enforce Title-Casing for New Partner Name Elements	☐		
Partner ID Provided is a Third Party ID	☐	Custom Data Field	▼
Add Partner Note Instead of Transaction Note	☐		

If you'd like to store a 3rd party partner ID, you'll first need to create a field used to store that, and then inform our Support team that you'd like to use it.

Fund and Appeal Settings

Create Funds if They Don't Exist	☐		
Throw an Error if Fund Code is Empty	☐	Default Fund Code	▼
Throw an Error if Fund is Inactive	☐		
Create Appeals if They Don't Exist	☐		
Save New Appeals as Inactive	☐		
Throw an Error if Appeal Code is Empty	☐	Default Appeal Code	▼
Throw an Error if Appeal is Inactive	☐		
Create Segments if They Don't Exist	☐		
Throw an Error if Segment Code is Empty	☐		

If you've chosen NOT to throw an error on an empty Appeal or Fund, you'll need to tell us which default code to assign to transactions when we come across an empty field.

Product Settings

Warehouse Name	▼		
Create Products if They Don't Exist	☐		
Product SKUs May Act as Gifts	☐	Comma-Delimited List of Gift SKUs	

All products that can be imported must be part of the same warehouse.

Batch Settings

Batch Category to Assign	▼
Force New Batches to be QC'd in Rapid Entry	☐
Credit Cards Have Already Been Charged	☐
Custom Date Format	

Required Fields

Transaction File

TRANSACTION_ID
CHANNEL
DONOR_ID
TRANSACTION_DATE
APPEAL_CODE
SEGMENT_CODE
TITLE
FIRST_NAME
MIDDLE_INITIAL
LAST_NAME
SUFFIX
SALUTATION
SPOUSE
COMPANY
ADDRESS1
ADDRESS2
ADDRESS3
CITY
STATE_PROV
POSTAL_CODE
COUNTRY
EMAIL
PHONE
BIRTH_DATE
ORIGIN_SOURCE
FLAGS
CUSTOM_DATA
NOTES
TOTAL_TRANSACTION_AMOUNT
SHIPPING_HANDLING_CHARGE
TAX_AMOUNT
PAYMENT_METHOD
NUMBER
EXTRA_NUMBER
CC_EXPIRATION_DATE
CC_APPROVAL_INFORMATION
BILLING_NAME
BILLING_ADDRESS1
BILLING_ADDRESS2
BILLING_ADDRESS3
BILLING_CITY
BILLING_STATE_PROV
BILLING_POSTAL_CODE
BILLING_COUNTRY
SHIPPING_METHOD
SHIPTO_NAME
SHIPTO_ADDRESS1
SHIPTO_ADDRESS2
SHIPTO_ADDRESS3
SHIPTO_CITY
SHIPTO_STATE_PROV
SHIPTO_POSTAL_CODE
SHIPTO_COUNTRY
MEDIA_OUTLET
MEDIA_PROGRAM
ALLOW_CONDITIONAL_REPSONSES
RESPONSE_LIST

Details File

DETAIL_ID
TRANSACTION_ID
LINE_ITEM_TYPE
PRODUCT_SKU
AMOUNT
QUANTITY
FUND_ID
PLEDGE_ID
PLEDGE_START_DATE
PLEDGE_TYPE
PLEDGE_FREQUENCY
PLEDGE_AUTOMATIC_PAYMENT
PLEDGE_PROGRAM

Additional Information

If you have any additional questions, please don't hesitate to contact us.

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