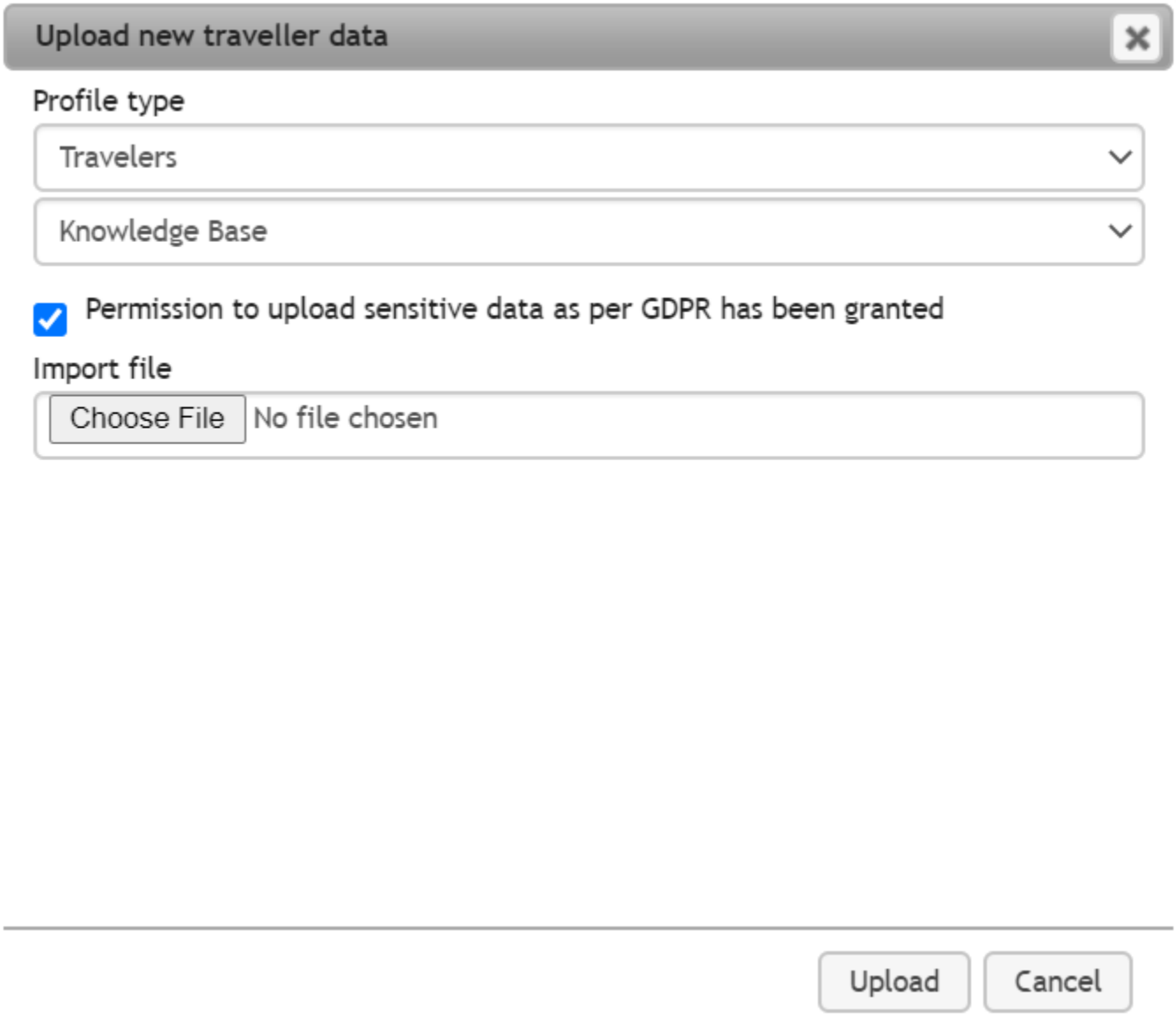
CSV-File

Umbrella Faces supports traveller as well as company profile CSVs.

A traveller CSV can be either downloaded and uploaded directly on the company profile under Your "Agency name" team section or via the Profile Center under
Import/Export section whereas a company CSV can only be accessed and uploaded through the latter section of the profile center.

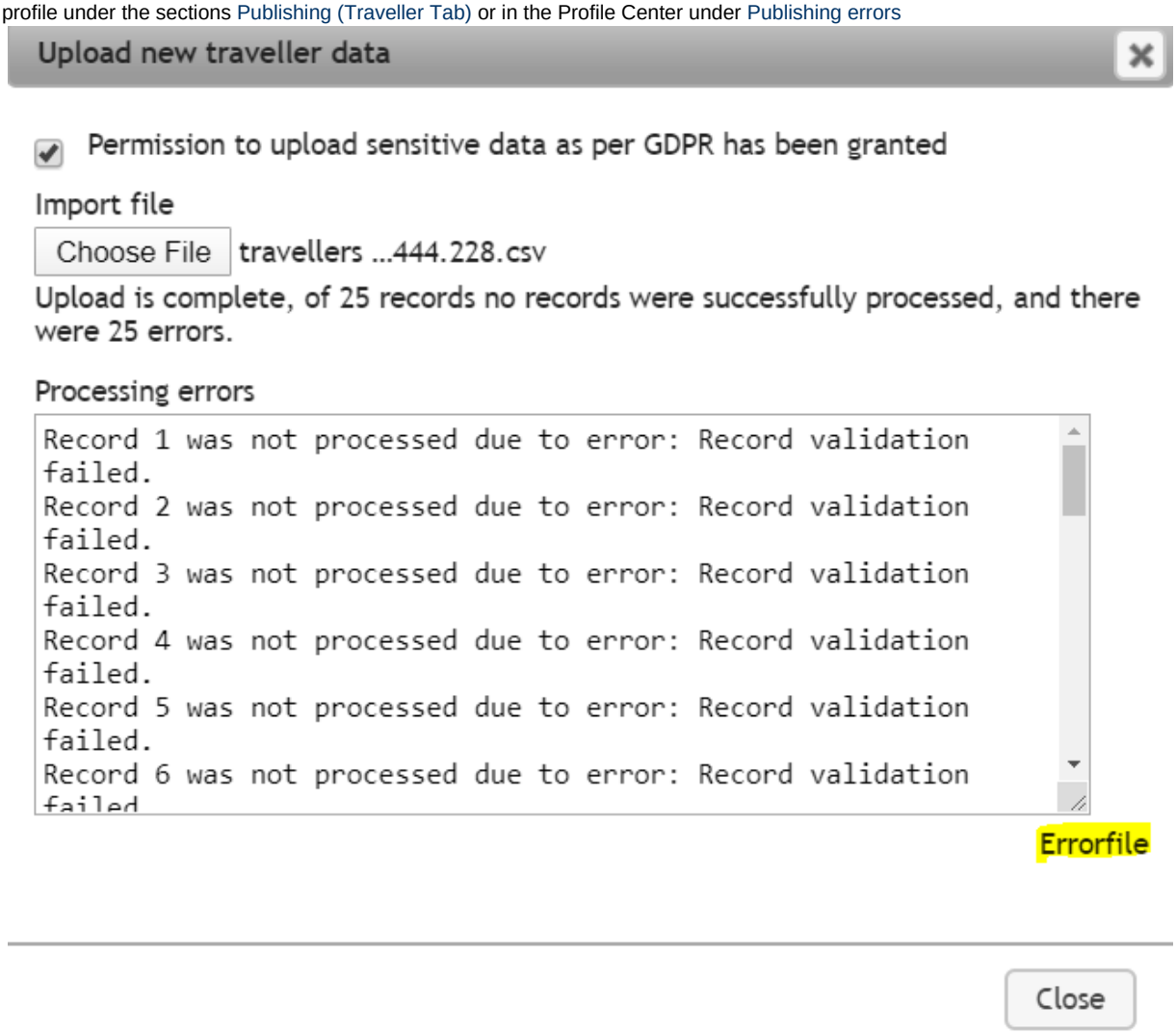
CSV upload Process

Use the link "Upload from CSV" , choose the profile type if the upload is via the profile center and click on "upload" after choosing the file to be imported

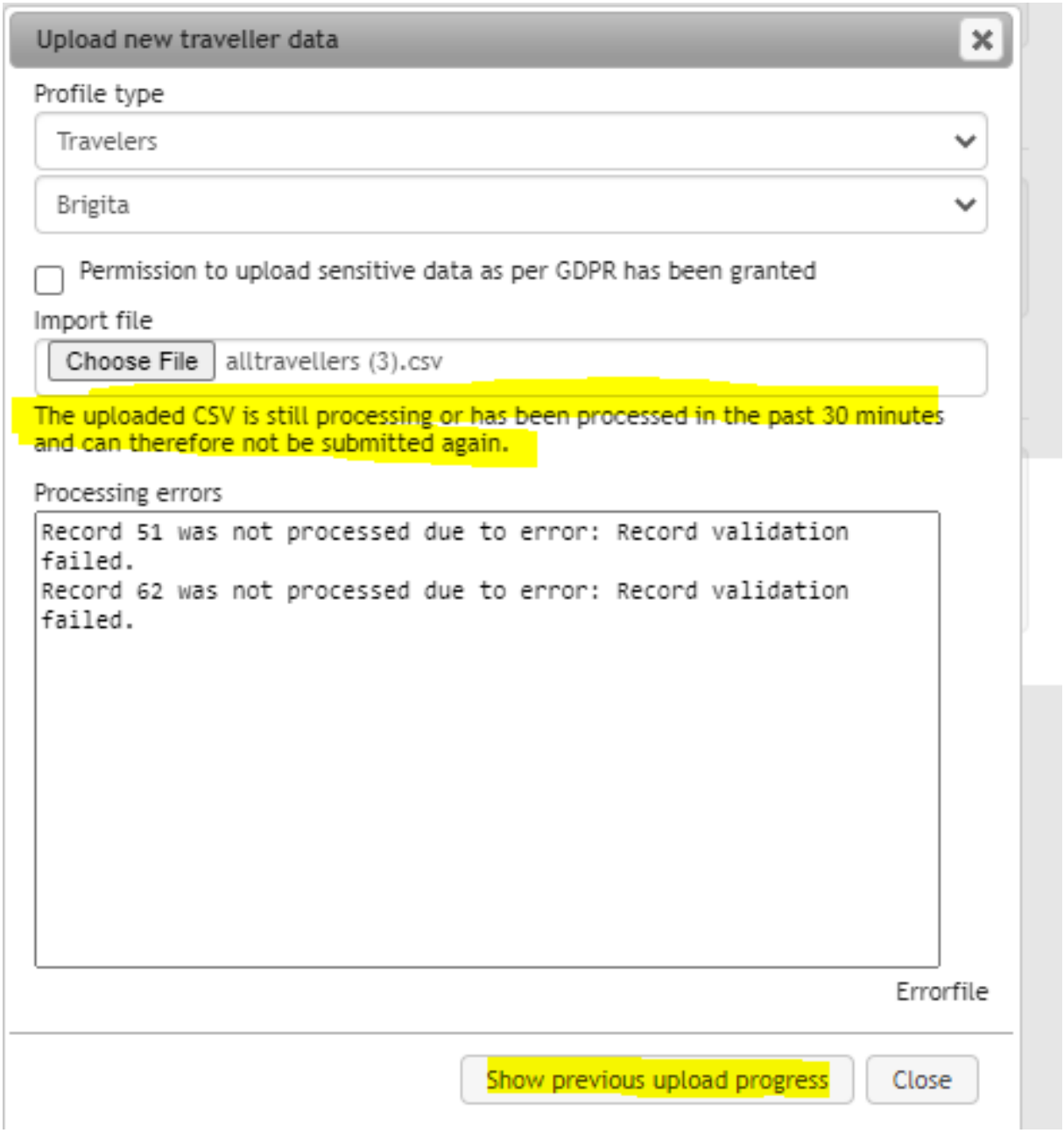


- So as to comply with our GDPR regulations, the administrators is prompted to activate the "Permission to upload sensitive data as per GDPR has been granted" box. Click on "Choose File" followed by "Upload"
- If the upload leads into an error the relevant messages are shown. A CSV version of the error message is available in "errorfile". The errors are usually clearly indicated on the last column on the extreme right of the CSV
    - The errors indicated at this point are only related to upload into Faces and not whether or not Faces has been able to publish the profiles successfully into other Interfaces or not. For instances where the CSV file data meets the requirements needed to create/

update a profile in Faces but those required to synchronize a profile into a particular GDS/ OBE, the profile is created in Faces from the CSV without an "errorfile". An error is however generated within the User Interface and is reflected on the traveller profile under the sections Publishing (Traveller Tab) or in the Profile Center under Publishing errors



- A check using the "file checksum" logic has been built in to prevent upload of a file with the same content by the same user that is still being processed or has been processed within the last 30 minutes. Files with the exact same values will be rejected and the error "*The uploaded CSV is still processing or has been processed in the past 30 minutes and can therefore not be submitted again*." will be returned. Along with the rejection, the UI will provide a way to monitor the previous upload progess using the "*Sho w previous upload progress*" button as below indicated:



Please take into account that:

- Every single data field that has been filled out in the CSV will be transmitted into Faces
- Mandatory fields have to be completed in the CSV for the upload to be successful
- Dates like birthday must have the Format dd.mm.yyyy (e.g. 23.06.1962)
- The are specifications for modification of numbers (i.e. frequent Flyer numbers) in a **Microsoft Excel** CSV-file! In Microsoft Excel a number, with more than 15 characters, is automatically displayed exponentially (KB214233). Numbers like 12345678901234567 will be converted in 1.23457E+16. To prevent this situation, numbers should be captured including spaces, e.g. '1234 5678 9012 34567'.
- The CSV is produced UTF-8 Code, by opening the CSV with Excel the CSV is encoded with ISO-8859-1. Because of this special characters "Œ, œ, Š, š, Ÿ, Ž, ž" are not correctly displayed in Excel

Although already briefly discussed under the above mentioned sections, we elaborate more on the CSV to include the standard fields, law of custom fields, multipliable fields (using the "Add new" button) where several values can be entered and so on in the below mentioned sections:

- Company CSV
- Traveller CSV