everbridge™

Data Dictionary Table

Everbridge Suite

Everbridge Suite
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Data Dictionary Table

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
Organization Name	Yes, if the upload is being performed from the Account.	String	• For only Account Administrators at the Account level, in one CSV file, add contacts across different Organizations. This must be the first column. If you are not an Account Administrator and you try to upload a file with this column, then the application will display an error message in the Upload Details, although it will not stop the upload; the column will be ignored. • Maximum characters: 40	• Field Not Empty: Adds the contact to the Organization if the contact record does not already exist in the Organization. • Field Empty: Cannot be empty if the upload is performed from the Account level. • Column Not in File: This is a required field for Account Administrators at the Account level. The file will not be processed.	• Field Not Empty: Moves the contact to the designated Organization if the contact does not already exist in the Organization. • Field Empty: Cannot be empty if upload is performed from the Account • Column Not in File: This is a required field for Account Administrators at the Account level. The file will not be processed.
First Name	Yes	String	Maximum characters: 100	• Field Not Empty: Replaces the existing value • Field Empty: This is a required field. The record is not processed. • Column Not in File: This is a required field. The file will not be processed.	• Field Not Empty: Replaces the existing value • Field Empty: This is a required field. The record is not processed. • Column Not in File: This is a required field. The file will not be processed.
Middle Initial	No	String	Maximum characters: 1	• Field Not Empty: Replaces the existing value. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	• Field Not Empty: Replaces the existing value • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
Last Name	Yes	String	Maximum characters: 100	• Field Not Empty: Replaces the existing value	• Field Not Empty: Replaces the existing value

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
				• <u>Field Empty</u>: This is a required field. The record is not processed. • <u>Column Not in File</u>: This is a required field. The file will not be processed.	• <u>Field Empty</u>: This is a required field. The record is not processed. • <u>Column Not in File</u>: This is a required field. The file will not be processed.
Suffix	No	String	Maximum characters: 10	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
External ID	Yes	String	• Maximum characters: 50 • Unique identifier for the contact record. • Must be unique in the Organization. • The External ID is case-sensitive. • If the External ID does not exist in the database, the application adds the record. If the External ID exists, then the application updates the existing record. • If more than one record in your file has the same External ID, the subsequent records will be used to update the content of the first record loaded.	• <u>Field Not Empty</u>: Adds the contact to the Everbridge Organization or updates the record. • <u>Field Empty</u>: This is a required field. The record is not processed. • <u>Column Not in File</u>: This is a required field. The file will not be processed.	• <u>Field Not Empty</u>: Adds the contact to the Everbridge Organization if the External ID does not exist in the database; otherwise, it updates the contact record using the information in the file. • <u>Field Empty</u>: This is a required field. The record is not processed. • <u>Column Not in File</u>: This is a required field. The file will not be processed.
Country	No	String	• Numeric Country Code, ISO 2-character alpha country code from ISO-3166-1, or the full country name as it appears in any	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to value if the value exists in the database; set to Organization	• <u>Field Not Empty</u>: Replaces the existing value • <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			Country field of Everbridge Suite. • Must be the Numeric Country Code, ISO Alpha-2 (such as "US") or the full name of the country. When the full name, use initial capital letters; for example, "United States". The system does not accept lowercase values ("us" or "united states") or uppercase names ("UNITED STATES"). • This is the primary country for the contact.	country if contact is added and the field is empty. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	required. The file will be processed and any existing value will be retained
Business Name	No	String	Maximum characters: 100 NOTE: You can leave this column empty. It is not used in Everbridge Suite.	• Field Not Empty: Replaces the existing value. • Field Empty: This is a required field. The record is not processed. • Column Not in File: This is a required field. The file will not be processed.	• Field Not Empty: No change to the value in the database. • Field Empty: No change to the value in the database • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
Record Type	Yes	String	Must exist on the Organization Settings page. NOTE: Make sure to set up your Record Types before uploading contact data.	• Field Not Empty: Replaces the existing value • Field Empty: This is a required field. The record is not processed. • Column Not in File: This is a required field. The file will not be processed.	• Field Not Empty: Replaces the existing value • Field Empty: This is a required field. The record is not processed. • Column Not in File: This is a required field. The file will not be processed.
Groups	No	String	• Maximum characters: 260 per group name. • The Groups column cannot be repeated. All groups assigned to the contact must be in this cell. You can have an	• Field Not Empty: Adds the contact to the assigned group(s) and removes the contact from existing group(s). For example, Bob Smith is currently a member of the	• Field Not Empty: Adds the contact to the assigned group(s) and removes the contact from existing group(s). For example, Bob Smith is currently a member of the

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			unlimited number of groups. • Can contain one or more group names. Each group name cannot be longer than 260 characters. Separate group names using the pipe (|) character. For example, for contact Bob Smith, if his Group's cell contains Floor 2 | Nurse, then Bob Smith becomes a member of these two groups.	"Floor 2" group. If the CSV cell contains "Nurse", then Bob will be moved to the "Nurse" group. Place an asterisk (*) and a pipe as the first two characters to add a contact to a group without removing the contact from existing groups. For example, contact Sue Jones is already a member of the CodeBlue group. Her Group's cell contains the following: *|Floor 1| ER Doctor. Sue Jones is now a member of three groups. • <u>Field Empty</u>: Removes the contact from all assigned groups if the contact exists in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	"Floor 2" group. If the CSV cell contains "Nurse", then Bob will be moved to the "Nurse" group. NOTE: The "*|" notation is not processed during a REPLACE. • <u>Field Empty</u>: Removes the contact from all assigned groups if the contact exists in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
SSO User ID	No	String	If you have Single Sign-On functionality enabled for your Organization and want to allow your contacts to log into the Member Portal by using their SSO credentials, enter the customer-defined SSO User ID.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: The SSO User ID is removed. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: The SSO User ID is removed. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Travel Arranger	No	String	Enter the External IDs of the contacts who are Travel	• <u>Field Not Empty</u>: Replaces the existing value.	• <u>Field Not Empty</u>: Replaces the existing value.

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			Arrangers for this contact. Separate the External IDs using the pipe (|) character.	• <u>Field Empty</u>: The Travel Arranger is removed. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Empty</u>: The Travel Arranger is removed. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Group Remove	No	String	• When using the Group Remove column, make sure you remove the Groups column from the CSV file. When updating, existing groups not listed in the Group Remove cell remain unchanged. • To remove a contact from a group, enter the group name. Separate group names using the pipe (|) character. For example, to remove a contact from the "Employees" and "Overtime" groups, submit "Employees|Overtime". • To remove a contact from a group and its subgroups, enter an exclamation point (!) and the group name. Separate group names using the pipe (|) character. For example, to remove a contact from the "Parents" group (and any nested groups, submit !Parents. NOTE: If a group name begins with an exclamation point (!), such as "!GroupA", then you must use two exclamation marks (for example, !!GroupA) to	• <u>Field Not Empty</u>: Removes the contact from the group(s) • <u>Field Empty</u>: Contact remains in previously assigned group(s) if the contact exists in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Removes the contact from the group(s) • <u>Field Empty</u>: Contact remains in previously assigned group(s) if the contact exists in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

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			remove a contact from the group and nested groups. Otherwise, the application searches for "GroupA" and will not find !GroupA.		
Location #	No	String	• Add up to five locations for a contact. • Maximum characters: 40 • Each location must be unique per contact. For example, a contact cannot have two "Home" locations, but he or she can have a "Home" and a "Vacation Home".	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the value in the database if the contact exists in the database. To remove a Location from a contact, leave the Location # name in this cell, but leave all the other Location information fields empty. For example, to remove the "Home" address, leave "Home" in Location # and ensure all other address fields empty. NOTE: When updating, use the same Location # name to replace the location information. For example, if "Home" is in Location 1, to update the "Home" address, you must specify "Home" as Location 1 and change the corresponding fields to the new address. If you change the Location # name (for example, from Location 1 to Location 2), the application treats the information as a new address if Location 2 did not previously exist; if	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the value in the database if the contact exists in the database. To remove a Location from a contact, leave the Location # name in this cell, but leave all the other Location information fields empty. For example, to remove the "Home" address, leave "Home" in Location # and ensure all other address fields empty. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

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				Location 2 exists, the Location 2 name is replaced but no changes occur to the address information. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	
Street Address #	No	String	• Corresponds to Location # • Maximum characters: 100	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
Apt/Suite/Unit #	No	String	• Corresponds to Location # • Maximum characters: 75	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
City #	No	String	• Corresponds to Location # • Maximum characters: 40	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file	• Field Not Empty: Replaces the existing value for the same Location # name. • Field Empty: No change to the value in the database. • Column Not in File: This field is not required. The file

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				will be processed and any existing value will be retained.	will be processed and any existing value will be retained.
State/ Province #	No	String	• Corresponds to Location # • Must be ISO-alpha 2 character (such as "NY") or the full name of the state. When the full name, use initial capital letters; for example, "New York". The system does not accept lower case values ("ny" or "new york") or upper case names ("NEW YORK"). • Maximum characters: 40	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Postal Code #	No	String	• Corresponds to Location # • Maximum characters: 10 • If Country X is "United States" or "US", then valid formats are: 99999; 99999-9999; 999999999 • If Country X is not "United States" or "US", then the value can be any format	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Country #	No	String	• Corresponds to Location # • ISO 2-character alpha country code, or full ISO country name from ISO 3166-1 • Must be ISO 2-character alpha (such as "US") or the full name of the country. When the full name, use initial capital letters; for example, "United States". The system does not accept lowercase values	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

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			("us" or "united states") or upper case names ("UNITED STATES").		
Latitude #	No	Decimal	• Corresponds to Location # • Minimum value: -90.0 • Maximum value: 90.0 • If no latitude/ longitude is entered, then the system automatically attempts to geocode the address. • If you provide the latitude/longitude in the data file, then the system verifies the value is between the minimum and maximum values listed above, but does not verify that they are correct coordinates for the address.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Longitude #	No	Decimal	• Corresponds to Location # • Minimum value: -180.0 • Maximum value: 180.0 • If no latitude/ longitude is entered, then the system automatically attempts to geocode the address. • If you provide the latitude/longitude in the data file, then the system verifies that they are valid values, but does not verify that they are the correct coordinates for the address.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name. • <u>Field Empty</u>: No change to the value in the database. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained
Location ID #	No	String	• Client-defined unique identifier for the location record. • Maximum Length: 50 • Value must be unique in the file.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name.	• <u>Field Not Empty</u>: Replaces the existing value for the same Location # name.

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
		String	NOTE: This field is used to add a Static location for contacts and associate the contacts with an existing building. If you also use the Location ID field in the Assets upload, then the Location ID should match the Location ID field in the Contacts upload.	• <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Empty</u>: No change to the value in the database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Extension Phone #	No	String	• Ideal for phone numbers that require an extension or that use an automated attendant menu. • Add up to five Extension Phone paths for a contact.	• <u>Field Not Empty</u>: Replaces the existing value for the same Extension Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Extension Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Extension Phone Country #	No	String	• Corresponds to phone number in Extension Phone #. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When the full name, use initial capital letters; for example, "United States". The system does not accept	• <u>Field Not Empty</u>: Replaces the existing value for the same Extension Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing	• <u>Field Not Empty</u>: Replaces the existing value for the same Extension Phone # • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			lowercase values ("us" or "united states") or upper case names ("UNITED STATES").	value will be retained.	value will be retained.
Phone #	No	Decimal	Add up to six phone numbers for a contact.	• <u>Field Not Empty</u>: Replaces the existing value for the same Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Phone # • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Phone Country #	No	String	• Corresponds to the phone number in Phone #. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lower case values ("us" or "united states") or upper case names ("UNITED STATES").	• <u>Field Not Empty</u>: Replaces the existing value for the same Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same Phone #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Email Address #	No	String	• Add up to five email addresses for a contact.	• <u>Field Not Empty</u>: Replaces the existing value for	• <u>Field Not Empty</u>: Replaces the existing value for

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			• Maximum characters: 80 • Must be in SMTP format (username@domain).	the same Email Address #. • <u>Field Empty</u>: No change to value in database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	the same Email Address #. • <u>Field Empty</u>: No change to value in database • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Plain Text Email - 1-way	No	String	• Maximum characters: 80 • Recommended path for sending messages to alphanumeric pagers. • Must be in SMTP format (username@domain).	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Plain Text - 1-way Pager Service	No	String	• Use this option to send messages to pagers using the WCTP communication channel. • Enter a valid pager company name: American Messaging, MyAirMail, American Messaging - Skytel, USA Mobility, Critical Alert - North East, Critical Alert - South Central, Indiana Paging, or Voalte. The pager service name is not case-sensitive, but ensure you type the identical characters (and spaces, if needed).	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

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			• Contact American Messaging if you do not know the network for your pagers. • The Pager Service must be in the list of valid Pager Service names. Invalid Pager Service names are not loaded even though the contact information for the pager is loaded into the contact record. All other validation rules do not change.		
Plain Text Email - 2-way	No	String	Maximum characters: 80	• Field Not Empty: Replaces the existing value • Field Empty: No change to value in database • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	• Field Not Empty: Replaces the existing value • Field Empty: No change to value in database • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
SMS #	No	Number	• Add up to five SMS paths for a contact. • For international phone numbers, if a "1" or other digit is required for peer-to-peer messaging prior to the actual phone number, do not include this in the numeric string for SMS.	• Field Not Empty: Replaces the existing value for the same SMS #. • Field Empty: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.	• Field Not Empty: Replaces the existing value for the same SMS #. • Field Empty: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • Column Not in File: This field is not required. The file will be processed and any existing value will be retained.
SMS # Country	No	String	• Corresponds to phone number in SMS #	• Field Not Empty: Replaces the existing value for the same SMS #.	• Field Not Empty: Replaces the existing value for the same SMS #.

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			• Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1 • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lowercase values ("us" or "united states") or upper case names ("UNITED STATES").	• <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
FAX #	No	Number	Add up to three FAX phone numbers for a contact.	• <u>Field Not Empty</u>: Replaces the existing value for the same FAX # • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same FAX #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
FAX # Country	No	String	• Corresponds to phone number in FAX #. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or	• <u>Field Not Empty</u>: Replaces the existing value for the same FAX #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is	• <u>Field Not Empty</u>: Replaces the existing value for the same FAX # • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lowercase values ("us" or "united states") or uppercase names ("UNITED STATES").	removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
TTY #	No	Number	• Add up to 3 TTY phone numbers for a contact. • Available only for TTY devices in United States or Canada.	• <u>Field Not Empty</u>: Replaces the existing value for the same TTY #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same TTY #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
TTY Country #	No	String	• Corresponds to phone number in TTY #. • TTY Country must be "1", "US", "CA", "United States"" or "Canada".	• <u>Field Not Empty</u>: Replaces the existing value for the same TTY #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value for the same TTY #. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
Numeric Pager	No	Number	Add one phone number per contact.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Numeric Pager Country	No	String	• Corresponds to phone number in Numeric Pager. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lowercase values ("us" or "united states") or uppercase names ("UNITED STATES").	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Numeric Pager Pin	No	Number	• Corresponds to phone number in Numeric Pager. • Maximum 10 digits.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
				removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Numeric Pager Service	No	String	• Enter a valid pager company name: American Messaging - MyAirMail, American Messaging - Skytel, USA Mobility, Critical Alert - North East, or Critical Alert - South Central. The pager service name is not case-sensitive, but ensure you type the identical characters (and spaces, if needed). • Contact American Messaging if you do not know the network for your pagers. • The Pager Service must be in the list of valid Pager Service names. Invalid Pager Service names are not loaded even though the contact information for the pager is loaded into the contact record. All other validation rules do not change.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
TAP Pager	No	Number	• Add one phone number per contact. • Phone number is the terminal number.	• <u>Field Not Empty</u>: Replaces the existing value • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record.

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
				• <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
TAP Pager Country	No	String	• Corresponds to phone number in TAP Pager. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lowercase values ("us" or "united states") or uppercase names ("UNITED STATES").	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
TAP Pager Pin	No	Number	• Corresponds to phone number in TAP Pager. • Maximum 10 digits.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
One-Way SMS	No	Number	• Use for SMS subscribers who	• <u>Field Not Empty</u>: Replaces the existing value.	• <u>Field Not Empty</u>: Replaces the existing value.

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			cannot reply to messages. • For international phone numbers, if a "1" or other digit is required for peer-to-peer messaging prior to the actual phone number, do not include this in the numeric string for SMS.	• <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
One-Way SMS Country	No	String	• Corresponds to phone number in One-way SMS. • Numeric Country Code, ISO 2-character alpha country code, or full ISO country name from ISO 3166-1. • Must be the Numeric Country Code, ISO 2-character alpha (such as "US"), or the full name of the country. When full name, use initial capital letters; for example, "United States". The system does not accept lower case values ("us" or "united states") or upper case names ("UNITED STATES").	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	• <u>Field Not Empty</u>: Replaces the existing value. • <u>Field Empty</u>: No change to the contact record unless all related fields are empty in the CSV file, in which case the delivery method is removed from the contact record. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.

Custom Field #	No	String	• "Custom Field" and "Custom Value" in the data file are the Additional Information fields that are configured in the Organization Settings page. Enter the name of the field in "Custom Field #" and the value for the field in "Custom Value #".	• <u>Field Not Empty</u>: If the Field name is changed:
				  ○ A new Additional Information field is added to the contact record containing the same value
					• <u>Field Not Empty</u>: If the Field name is changed:
					  ○ A new Additional Information field is added to the contact record containing the same value

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
			• Maximum characters: 40 • Must exist in the Organization Settings page. • There are nine Custom Field #/Custom Value # columns in the data file. You can add any number of Custom Field #/Custom Value # pairs, as needed. For example, if you have 12 Additional Information fields, you can add three new Custom Field #/Custom Value # pairs to the data file.	○ No changes occur in the contact record if the Name is not added to the Additional Information settings (Settings > Organization > Contacts and Groups > Additional Information) • <u>Field Empty</u>: If the Custom Field # and corresponding Custom Value # are empty, no changes occur in the contact record. The Custom Value is removed if its related Custom Field is provided. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.	○ No changes occur in the contact record if the Name is not added to the Additional Information settings (Settings > Organization > Contacts and Groups > Additional Information) • <u>Field Empty</u>: If the Custom Field # and corresponding Custom Value # are empty, no changes occur in the contact record. The Custom Value is removed if its related Custom Field is provided. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
Custom Value #	No	String, Date, or Decimal	• Corresponds to Custom Field #. • Enter the name of the field in "Custom Field #" and the value for the field in "Custom Value #". • If the value is a multiple selection list and this contact has more than one value, enter the values separated by the pipe (|) character. Do not add any spaces around the pipe character. • ◊ Maximum characters: 260	• <u>Field Not Empty</u>: Replaces the existing value for the same Custom Field #. • <u>Field Empty</u>: If the Custom Field # and corresponding Custom Value # are empty, no changes occur in the contact record. The Custom Value is removed if its related Custom Field is provided. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing	• <u>Field Not Empty</u>: If the field name is unchanged, but the value is different, then the existing value is replaced. If the field name is changed, then the new field name and its value are added to the Additional Information section for the contact. • <u>Field Empty</u>: If the Custom Field # and corresponding Custom Value # are empty, no changes occur in the contact record. The Custom Value is removed if its

Custom Heading	Required	Data Type	Comments	UPDATE Results	REPLACE Results
				value will be retained.	related Custom Field is provided. • <u>Column Not in File</u>: This field is not required. The file will be processed and any existing value will be retained.
END	No	String	Although not required, it is a recommended technique to include "END" at the end of every row is a visual aid for the readers of the file. In a spreadsheet, it is the last column heading.	N/A	N/A