

# SEPA Guide

01/24/2019 eTapestry 7.22.0 SEPA UK

©2016 Blackbaud, Inc. This publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic, or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without the prior written permission of Blackbaud, Inc.

The information in this manual has been carefully checked and is believed to be accurate. Blackbaud, Inc., assumes no responsibility for any inaccuracies, errors, or omissions in this manual. In no event will Blackbaud, Inc., be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of damages.

In the interest of continuing product development, Blackbaud, Inc., reserves the right to make improvements in this manual and the products it describes at any time, without notice or obligation.

All Blackbaud product names appearing herein are trademarks or registered trademarks of Blackbaud, Inc.

All other products and company names mentioned herein are trademarks of their respective holder.

SEPA-2016

# Contents



- Single Euro Payments Area (SEPA) ..... 4**
- SEPA Organisational Preferences ..... 4
- Save Signed SEPA Mandate to a Constituent's Account ..... 5
- Sending a SEPA Pre-Notification Letter ..... 6
- Mailing Codes ..... 8
- SEPA Import ..... 9
- Use Gift Import to Create SEPA Schedules ..... 10
- Include SEPA Information on DIY Forms ..... 10
- Getting Started with Imports ..... 12**
- Import Types ..... 12
- General Import Setup ..... 25

# Single Euro Payments Area (SEPA)

<b>SEPA Organisational Preferences</b> .....	<b>4</b>
<b>Save Signed SEPA Mandate to a Constituent's Account</b> .....	<b>5</b>
<b>Sending a SEPA Pre-Notification Letter</b> .....	<b>6</b>
Mailing Codes .....	<b>8</b>
<b>SEPA Import</b> .....	<b>9</b>
<b>Use Gift Import to Create SEPA Schedules</b> .....	<b>10</b>
<b>Include SEPA Information on DIY Forms</b> .....	<b>10</b>

If your organisation processes payments from constituents who have bank accounts in the European Union, you must follow SEPA regulations. SEPA is the Single Euro Payments Area as defined by the European Commission. For more information, refer to the [SEPA pages](#) on the European Commission website.

To process direct debit payments in euros from a constituent whose bank account uses the "Europe (SEPA)" banking system, your organisation must have a signed SEPA mandate on file from the constituent, which authorises the organisation to draw funds from the constituent's account.

**Note:** SEPA is currently available for *eTapestry* users in the Netherlands only.

## SEPA Organisational Preferences

In order to process SEPA transactions, you must configure the SEPA preferences for your organisation. To access your organisation's preferences, from **Management**, click **My Organisation**, and click the Preferences tab.

The SEPA preferences are as follows.

- **IBAN:** Enter the bank account number for your organisation where you want SEPA disbursements.
- **BIC:** Enter the unique identifier for the bank account number for your organisation where you want SEPA disbursements.
- **Cancellation Terms (in days):** This field indicates how many days before the debit you want to notify the donor. It defaults to 14, but you can enter any length.

- **Do Not Retry Failed Direct Debits:** Select this option if you do not want to attempt to process debits that previously failed.
- **Direct Debit Non Critical Failure Stop Count:** Enter how many additional attempts you want to run if the initial attempt to process the debit fails.
- **Export Batch Size:** enter the maximum number of transactions you want to be exported into the file. If more than one file is created during the export process, *eTapestry* will create a zipped archive of the results.

For banking preferences, enter a **Recurring Transaction Description**, such as "Sustained giving." This description will appear in the SEPA export file.

Then, click the Persona tab. Under Other Demographic Information, in the **Federal ID Number** field, enter a creditor ID.

### > Add a recurring gift schedule using SEPA

**Note:** SEPA is currently available for *eTapestry* users in the Netherlands only.

1. From the Journal, click **Add**. The Add Journal Entry screen appears.
2. Select **Recurring Gift Schedule**. The New Recurring Gift Schedule screen appears.
3. Complete the recurring gift schedule details.
4. In the **Schedule Information** section, select **SEPA**.
5. In the **First Installment Date** field, enter the date when you want to process the first payment.
6. In the **Frequency** field, enter the frequency of the recurring payments. The number in parenthesis indicates the number of installments per year, not the total number of installments.
7. In the **IBAN** field, enter the donor's bank account number.
8. In the **BIC** field, enter the unique identifier for the donor's bank account.
9. The **Mandate ID** field is automatically generated as a unique identifier for this transaction. However, to enter a different ID, select **I want to manually enter the mandate ID** and enter it in the **Mandate ID** field.
10. In the **Mandate Signature Date** field, enter the date when the donor signed the mandate.
11. In the **Pre-Notification Sent** field, enter the date you sent the notification letter to the donor.
12. In the **Note** field enter any notes for the schedule.
13. Click **Save And** to save the recurring gift schedule to the constituent's account.

## Save Signed SEPA Mandate to a Constituent's Account

Since you are required keep signed mandates on file for your constituents, you might find it helpful to attach signed mandates to a constituent's account.

1. From a constituent journal, click **Add New** and select **Note**.
2. In the **Date** field, enter the date that the mandate was signed.
3. In the **Note** field, enter any internal notes about the mandate. This field is required.
4. Under **Attachments**, click **Choose File** and browse to the location of the scanned mandate.
5. Click **Upload** to insert the file.
6. Click **Save And**.

## Sending a SEPA Pre-Notification Letter

Before you process direct debit payments, you need to send a SEPA pre-notification letter to each donor. Review your nation's SEPA guidelines to determine when to notify donors.

**Note:** SEPA is currently available for *eTapestry* users in the Netherlands only.

### > Create SEPA notification template

1. From **Communications**, click **Manage Communications**. The Communication Categories page appears.
2. Click a category to select it, or click **New Category** under Tasks to create a new category.
3. From a category, click **New Email or Document Template** under Tasks. The Communication Template page appears.
4. On Step 1, enter the basic information for your template.
  - In the **Name** field, enter a unique name.
  - You can enter a description to help you identify the template.
  - To prevent other users in your organisation from editing the template, select **Read Only**.
  - To make this template a favourite, select **Favourite Communication Template**. Favourite templates appear in the Favourites tile on your Home dashboard.
  - If you intend to send this communication as an email, enter a subject for the email.
  - To include a link for recipients to forward the message to a friend, select **Include "Forward to a Friend" Link within**. Select whether you want this link on the header or footer of the email.
  - To include a link for recipients to open the message in a web browser, select **Include "View as a Web Page" Link**.
  - To include links to share the communication in social media, select **Include Sharing Links**.
  - If you intend to print the document or create a PDF, select the page size, orientation, and margins.
5. Click **Next**. On Step 2, select the **Documents** category.
6. Select the **SEPA Pre-Notification** template.
7. On Step 3, edit the content of the template.

- To edit text and image boxes, click them.
  - You can also rearrange the elements of the design. Hover over the element and click the four-way arrow to drag and drop.
  - To delete an element in the template, hover over it and click **X**.
  - To add a new element, select the block you want to add in the **Add Block** field.
  - To change the colors, click **Quick Formatting**.
  - To preview the text version of the template, click **Text Version**.
8. Click **Save and** to save the template.

### > Send SEPA notification letter

1. From the Communication Categories, under your SEPA Pre-Notification template, click **Create Documents**.
2. On Step 1, enter the criteria for who should receive a letter.
  - In the **Category** field, select Pledges and Payments.
  - In the **Query** field, select Pledges with Scheduled Payments.
  - Select personas to export.
3. Click **Next**. On Step 2, select Document Options for how the letter should be printed.
  - Select whether you want to save the letters as a PDF or *Word* file.

**Note:** You cannot edit or modify PDF files that have been generated by *eTapestry*.

  - In the **File Name** field, enter a name.
  - Under **File Management**, select whether you want to combine the letters into one file or leave each letter as its own file. If you select to combine documents, select how you want to sort them.
  - Under **Grouping**, select how to group letters to reduce duplicate mailings.
  - If your organisation uses the Split Transaction module, select whether you want to treat each update/split as its own transaction or roll up related ones.
4. Click **Next**. On Step 3, select how you want to receive letters.

Under **Receiving**, select how you want to access the documents.

  - **Download** - Save the letters to your computer. You will not be able to use other *eTapestry* features until after the documents are generated and the download window appears.
  - **Place documents in My Drop Box** - If your *eTapestry* Drop Box is under its 10MB limit, you can save the letters there. Meanwhile, you can navigate to other areas of *eTapestry* and perform data entry tasks.
  - **Email documents to me** - Send the letters to your email address as a file attachment. Meanwhile, you can navigate to other areas of *eTapestry* and perform data entry tasks.

Under **Auto-mailing**, to send the document to the constituent by email, select **Automatically email documents to accounts with email addresses**.

- **Use the document's contents as the body of the email itself** - We recommend this option for thank you letter communication because it reduces the size of the email, the download time for your recipient, and the chance of it being blocked as spam.
  - **Include the document as an attachment on a separate email** - When you select this, *eTapestry* generates documents based on the contents of your template and sends them as attachments to an email.
5. Click **Next**. In Step 4, select whether you want to **Create a Journal contact for Each Account** to track that a document was generated.
    - If you select to create a journal contact, enter a **Subject**.
    - In the Method field, select **Letters**.
    - If needed, enter values for user defined fields.
  6. Click **Next**. In Step 5, review the summary options that you've chosen and the number of documents that you want to create. If the information appears correct, click **Run**.

## Mailing Codes

When you create a letter or custom report, you can associate it with a mailing code. A mailing code is a unique code that contains identifying information about the fund, campaign, approach, and letter. The mailing code, in combination with an account number, forms the Payment Reference.

If you include the **Payment Reference** field, *eTapestry* creates a Payment Reference for each individual donor that you can use for tracking purposes when you generate the letter or custom report.

**Note:** Mailing codes are currently available for *eTapestry* users in the Netherlands only.

### > Add a mailing code

1. From **Management**, select **Mailing Codes** under **Database Configuration**. The Mailing Codes page appears.
2. To create a new mailing code, click **New Mailing Code** from the Tasks menu.
3. Complete the following information.
  - To make this mailing code the default mailing code, select **Default**.
  - On the **Name** field, enter a unique and descriptive name for the mailing code. You can edit the name of the mailing code after you create it. This field is required.
  - On the **Description** field, enter a longer description of the mailing code to help other users in your organisation when they use the field.
  - In the **Future Gift Attributes** section, specify the **Fund**, **Campaign**, **Approach** and **Letter** to be used for the mailing code.
4. To create the mailing code, click **Save And**.



## > SEPA Banking Export

The SEPA export allows you to create an xml file in a PAIN.008 format. Banks require this format in order to accept SEPA direct debit collections.

**Note:** SEPA is currently available for *eTapestry* users in the Netherlands only.

1. From **Management**, click **SEPA Banking Export**. The **SEPA Banking Export** page appears.
2. For **Export Type**, select whether you want to include Regularly Scheduled Direct Debits and Retries or only Retries.
3. For **Export Method**, select **Standard** to include all eligible gifts. You can also only include gifts from a specific query. To use this option, you must have a query already set up. Select **Custom** and then select a query category and query.
4. Select a **Date Range**. If you select **This Month**, only gifts made in this calendar month are included. If you select **Next Month**, only gifts made in the next calendar month are included. You can also select a custom date range. To use this option, select **Custom** and enter a start and end date.
5. Select one or more **Gift Status** types. To include recurring gifts with no associated payments, select **First and One Off**. To include recurring gifts that have one or more associated payments, select **Recurring**.
6. To generate a final export, under **Export Mode** select **Live**. To generate a test export first, select **Test**.
7. For a live export, enter a **Process Date**. This is the date, in the future, when you expect the bank to process gifts.
8. Click **Next** to preview the report. If the number of gifts and their total value are not what you expect, click **Back** to update the SEPA Export Criteria.
9. Click **Next**. The XML file is created.

## SEPA Import

After the bank processes gifts, import the results into *eTapestry*.

1. From **Giving**, click **Banking Import**.
2. Under **Import Type**, select whether your import file is **GMU01** or **GMU02**, **VerwInfo**, or **MT940**. For **MT940** files, select the version that corresponds to your bank.
3. Click **Choose File**. Browse to and select the file from your computer.
4. Click **Next**.
5. Preview the file information. If you need to upload the file again, click **Back**.
6. Click **Next**. The gift payments are imported into *eTapestry*.

## Use Gift Import to Create SEPA Schedules

If a third party raises support for your organisation, ask them to provide a comma separated value file (.csv) which contains information you can use to import direct debit schedules for SEPA. The file should include SEPA fields.

- **IBAN** - This is a required field. Enter the bank account number for your organisation where you want SEPA disbursements.
- **Mandate Signature Date** - This field is required. The date must be on or before the transaction date.
- **BIC** - If the BIC number can be completed from the IBAN, then the BIC field is not required. Otherwise, this is a required field. Enter the unique identifier for the bank account number for your organisation where you want SEPA disbursements.
- **Pre-Notification Sent Date** - This field is not required. However, if a date is provided, it must be on or before the transaction date.
- **Mandate ID** - This field is not required because the ID is entered automatically. However, if an ID is provided, it must be unique within the database.

### > Create SEPA schedules

If the file contains the necessary information, you can use it to import recurring gift schedules. For general information about imports, refer to [General Import Setup on page 25](#).

1. From **Giving**, click **Import Gifts**.
2. From the SEPA category, select SEPA Import Recurring Gift Schedules.
3. Click **Choose File**. Browse to and select the file from your computer.
4. Click **Next**. Map the data for your **eTapestry** fields. You can also manually enter the IBAN and BIC. For information about to map fields, refer to [Step Two - Map Your Import File with Name Formats on page 28](#).
5. Click **Next**. Preview the file information. To upload the file again, click **Back**.
6. Click **Next**. Review the possible duplicates. For details, refer to [Step Four - Possible Duplicates Report on page 29](#).
7. Click **Next**. The recurring gift schedules are imported into **eTapestry**.

## Include SEPA Information on DIY Forms

You can incorporate SEPA into your DIY forms. For detailed information about how to set up DIY forms, refer to the [Getting Start with Do-It-Yourself Forms Guide](#).

In the **Transaction Processor** drop down, select SEPA. When you select SEPA as a processor type for a new or existing DIY page, the page will include fields for amount, BIC, and IBAN information. To enable constituents to use the form, publish the page.

When a constituent enters information online, the BIC and IBAN information is automatically checked to ensure that the information is valid. A recurring gift schedule is also created. The installment amount and frequency is determined by the constituent. The transaction date and mandate signature date are the same as the date when the constituent entered information online.

**Note:** You must still send a pre-notification to the constituent. After you send a pre-notification, manually enter a pre-notification date. After the standard wait time for pre-notification, the recurring gift schedule is included in the next SEPA export.

# Getting Started with Imports

<b>Import Types</b> .....	<b>12</b>
<b>General Import Setup</b> .....	<b>25</b>

Imports allow you to add a group of records to your database from a file that you prepare to match certain format requirements. You can use import to update contact information for existing accounts or add new accounts with a single gift, recurring gift schedule, note, contact, or declaration. You can also add a gift, contact, or note to existing accounts by account number.

## Import Types

During the import process, you select the type of information you want to import. The import type determines what information you can load into your database and what fields are required. You cannot change the import type for an existing import, so you must start a new import if you select the wrong import type.

**Note:** You cannot update existing data on gifts with any import type. To update existing information in your database, you must perform a mass update. For more information, refer to [Mass Updates on page 1](#).

### > Account information

This basic import allows you to import new constituent accounts or update information for existing accounts in your database.

When you import accounts, make sure you key on **Account Name** and **Persona Type** to check for duplicate accounts. You should also key on either the **Address** or **Postal Code** field to make sure updates import to the correct existing accounts.

<b>Required Fields</b>	<b>Details</b>
Account Name	This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.

Required Fields	Details
Country	<p>Select <b>Country</b> on Step 1 of the import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Last Name (Individuals Only)	<p>When you import accounts with Individual set as the name format, include Last Name as a column in your import file.</p>
Name Format	<p>If you import accounts with the same name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If you import accounts with different name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>
Persona Type	<p>If you import accounts with the same persona type, you can enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import accounts with different persona types, include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Sort Name	<p>This field is required for all name formats. For each <b>Sort Name</b> option, you can select to use auto-generated Data Entry Rules or map this field from your import file.</p>

### ➤ Account information by account number

Use this import to update existing accounts using the account number. You must know and include the account number on the source file.

**Note:** To update or edit **Name** or **Salutation** fields for existing accounts, you will need to use another Account Information template since the Account information by account number template does not include these fields.

To see account numbers for a group of accounts, you can add the Account Number column to your query preview and export the results or create a custom report for a query of those accounts.

Required Fields	Details
Account Number	The Account Number column is required in your import file.

Required Fields	Details
Country	<p>Select <b>Country</b> on Step 1 of the import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>

### ➤ Account information with single gift

Use this import to create one-time gifts for new or existing accounts.

When you import gifts for existing accounts, make sure you key on **Account Name** to check for duplicate accounts by name. You should also key on either the **Address** or **Postal Code** field to make sure gifts import to the correct existing accounts.

Do not use this import to update existing gifts or to import recurring gifts or pledges.

Required Fields	Details
Account Name	This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.
Country	<p>Select <b>Country</b> on Step 1 of the import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Date	<p>If you import single gifts with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import single gifts with different dates, you will need to include a Date column in your import file.</p>
Fund	<p>If you import single gifts with the same fund, you can enter it in the <b>Fund</b> field on Step 2 of the import process.</p> <p>If you import single gifts with different funds, you will need to include the Fund column in your import file.</p>
Last Name (Individuals Only)	When importing Individual accounts, include Last Name as a column in your import file.

Required Fields	Details
Name Format	<p>If your import file includes a group of accounts with only one name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If your import file includes accounts with various name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>
Persona Type	<p>If all new accounts in the import file should have the same persona type, you can manually enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import new accounts with various persona types, then include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Received	<p>If you import new gifts with the same received amount, you can enter it in the <b>Received</b> field on Step 2 of the import process.</p> <p>If you import new gifts with different received amounts, you will need to include the Received column in your import file.</p>
Sort Name	<p>This field is required for all name formats. For each <b>Name Format</b> option, you select to use auto-generated Data Entry Rules or map this field from your import file.</p>

### ➤ Account information with single note

Use this import to add new accounts with a journal note.

Required Fields	Details
Account Name	<p>This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.</p>
Country	<p>Select <b>Country</b> on Step 1 of the import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Date	<p>If you import notes with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import notes with different dates, you will need to include a Date column in your import file.</p>

Required Fields	Details
Last Name (Individuals Only)	When importing Individual accounts, include Last Name as a column in your import file.
Name Format	<p>If you import accounts with only one name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If you import accounts with various name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>
Note	<p>If you import accounts with the same note, you can enter it in the <b>Note</b> field on Step 2 of the import process.</p> <p>If you import accounts with different notes, you will need to include a Note column in your import file.</p>
Persona Type	<p>If you import accounts with the same persona type, you can enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import accounts with various persona types, then include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Sort Name	This field is required for all name formats. For each <b>Name Format</b> option, you select to use auto-generated Data Entry Rules or map this field from your import file.

### > Account information with single contact

Use this import to add new accounts with a journal contact item.

Required Fields	Details
Account Name	This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.



Required Fields	Details
Contact Method	<p>If you import journal contact items with the same contact method, you can enter it in the <b>Contact Method</b> field on Step 2 of the import process.</p> <p>If you import journal contact items with different contact methods, you will need to include a Contact Method column in your import file.</p>
Country	<p>Select <b>Country</b> on Step 1 of the Import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Date	<p>If you import journal contact items with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import journal contact items with different dates, you will need to include a Date column in your import file.</p>
Last Name (Individuals Only)	<p>When importing Individual accounts, include Last Name as a column in your import file.</p>
Name Format	<p>If your import file includes a group of accounts with only one name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If your import file includes accounts with various name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>
Note	<p>If you import journal contact items with the same note, you can enter it in the <b>Note</b> field on Step 2 of the import process.</p> <p>If you import journal contact items with different notes, you will need to include a Note column in your import file.</p>
Persona Type	<p>If all new accounts in the import file should have the same persona type, you can manually enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import new accounts with various persona types, then include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Sort Name	<p>This field is required for all name formats. For each <b>Name Format</b> option, you select to use auto-generated Data Entry Rules or map this field from your import file.</p>

---

Required Fields	Details
Subject	<p>If all new accounts in the import file contain the same subject, you can enter the subject on Step 2 of the import process.</p> <p>If you import new accounts with Can be manually typed in on Step 2 of the import process if all new contacts should be set to the same Subject otherwise include this column in your import file.</p>

### ➤ Account information with a single Mass Interaction

Use this import type to add or update accounts with a Mass Interaction. When you select to import accounts with a mass interaction, an account is updated for each row in your import file. All the accounts you import will then be associated with the single Mass Interaction created by the import.

On the **Map Your Import File** step, in the **Mass Interaction values** tile, you can complete the **Date**, **Method**, **Subject** and **Note** fields. The values you enter in these fields will be the same for all imported accounts. Select **Next** to preview your import.

From the Mass Interaction values tile, you can also select to copy over the values previously used by the import to create the Mass Interaction.

**Note:** If you are reusing an import template, you will be prompted with the option to link the accounts in your current import file to the previously created Mass Interaction. This option will not appear if the previously created Mass Interaction has been deleted.

### ➤ Account information with single declaration

Use this import type to enter new accounts with a Gift Aid declaration. For more information about the United Kingdom's Gift Aid program, see [Gift Aid on page 1](#).

This import type is only available for customers in the United Kingdom who need to import Gift Aid declaration. You must select the United Kingdom as your locale under user preferences in order to see this import option. For more information about user preferences, see [User Preferences Page on page 1](#).

Required Fields	Details
Account Name	This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.

Required Fields	Details
Confirmation Date	<p>If you import declarations with the same confirmation date, you can enter it in the <b>Confirmation Date</b> field on Step 2 of the import process.</p> <p>If you import declarations with different confirmation dates, you will need to include a Confirmation Date column in your import file.</p>
Country	<p>Select <b>Country</b> on Step 1 of the import process. The country does not need to be a column in your import file, but only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Date	<p>If you import new declarations with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import new declarations with different dates, you will need to include a Date column in your import file.</p>
Last Name (Individuals Only)	<p>When importing Individual accounts, include Last Name as a column in your import file.</p>
Name Format	<p>If you import accounts with only one name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If you import accounts with various name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>
Persona Type	<p>If all new accounts in the import file should have the same persona type, you can manually enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import new accounts with various persona types, then include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Sort Name	<p>This field is required for all name formats. For each <b>Name Format</b> option, you select to use auto-generated Data Entry Rules or map this field from your import file.</p>
Valid From	<p>Can be manually typed in Step 2 of the import process if all new declarations should be set to the same Valid From date, otherwise include this column in your import file.</p>

### ➤ Account information with single recurring gift schedule

Use this import to add accounts with a recurring gift schedule. Recurring gift schedules added through

this import default to manual processing, and the first payment is not applied through the import.

Required Fields	Details
Account Name	This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.
Country	<p>Select <b>Country</b> on Step 1 of the import process. Country does not need to be a column in your import file, but you should only include addresses from one country in your file.</p> <p>If you need to import addresses from other countries, create a separate import file and definition for each country.</p>
Date	<p>If you import recurring gift schedules with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different dates, you will need to include a Date column in your import file.</p>
First Installment Date	<p>If you import recurring gift schedules with the same first installment date, you can enter it in the <b>First Installment Date</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with various first installment dates, you will need to include a First Installment Date column in your import file.</p>
Frequency	<p>If you import recurring gift schedules with the same frequency, you can enter it in the <b>Frequency</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different frequencies, you will need to include a Frequency column in your import file.</p>
Fund	<p>If you import recurring gift schedules with the same fund, you can enter it in the <b>Fund</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different funds, you will need to include the Fund column in your import file.</p>
Installment Amount	<p>If you import recurring gift schedules with the same installment amount, you can enter it in the <b>Installment Amount</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different installment amounts, you will need to include the Installment Amount column in your import file.</p>
Last Name (Individuals Only)	When importing Individual accounts, include Last Name as a column in your import file.
Name Format	<p>If your import file includes a group of accounts with only one name format, select a name format on Step 1 of the import process, so you do not have to include it in your import file.</p> <p>If your import file includes accounts with various name formats, include the <b>Name Format</b> field as a column in your import file and specify Individual, Family, or Business for each account.</p>

Required Fields	Details
Persona Type	<p>If all new accounts in the import file should have the same persona type, you can manually enter the persona type on Step 2 of the import process.</p> <p>If you leave the <b>Persona Type</b> field blank, the default persona type will be applied to all newly created accounts.</p> <p>If you import new accounts with various persona types, then include the Persona Type column in your import file and designate the appropriate type for each account.</p>
Sort Name	<p>This field is required for all name formats. For each <b>Name Format</b> option, you select to use auto-generated Data Entry Rules or map this field from your import file.</p>

### > Single gift by account number

Use this import type to add a Gift Aid declaration to existing accounts using the account number. For more information about the United Kingdom's Gift Aid program, see [Gift Aid](#).

This import type is only available for customers in the United Kingdom who need to import Gift Aid declaration. You must select the United Kingdom as your locale under user preferences in order to see this import option. For more information about user preferences, see [User Preferences Page](#).

Required Fields	Details
Account Number	<p>The Account Number column is required in your import file.</p>
Date	<p>If you import gifts with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import new gifts with different dates, you will need to include a Date column in your import file.</p>
Gift Aid Declaration Type	<p>If you import gifts with the same type, you can enter it in the field on Step 2 of the import process.</p> <p>If you import gifts with different funds, you will need to include the column in your import file.</p>
Confirmation Date	<p>If you import declarations with the same confirmation date, you can enter it in the Confirmation Date field on Step 2 of the import process.</p> <p>If you import declarations with different confirmation dates, you will need to include a Confirmation Date column in your import file.</p>
Valid From	<p>Can be manually typed in Step 2 of the import process if all new declarations should be set to the same Valid From date, otherwise include this column in your import file.</p>

### > Single note by account number

Use this import to add a journal note to existing accounts using the account number. You must know and include the account number on the source file. To see account numbers for a group of accounts, you can add the Account Number column to your query preview and export the results or create a custom report for a query of those accounts.

Required Fields	Details
Account Number	The Account Number column is required in your import file.
Date	<p>If you import gifts with notes that have the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import gifts with notes that have different dates, you will need to include a Date column in your import file.</p>
Note	<p>If you import gifts with the same note, you can enter it in the <b>Note</b> field on Step 2 of the import process.</p> <p>If you import gifts with different notes, you will need to include the Note column in your import file.</p>

### > Single contact by account number

Use this import to add a journal contact to existing accounts using the account number. You must know and include the account number on the source file. To see account numbers for a group of accounts, you can add the Account Number column to your query preview and export the results or create a custom report for a query of those accounts.

Required Fields	Details
Account Number	The Account Number column is required in your import file.
Contact Method	<p>If you import contacts set to the same contact method, you can enter it in the <b>Contact Method</b> field on Step 2 of the import process.</p> <p>If you import contacts with different contact methods, you will need to include a Contact Method column in your import file.</p>
Date	<p>If you import contacts with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import new contacts with different dates, you will need to include a Date column in your import file.</p>

Required Fields	Details
Note	<p>If you import contacts with the same note, you can enter it in the <b>Note</b> field on Step 2 of the import process.</p> <p>If you import contacts with different notes, you will need to include the Note column in your import file.</p>
Subject	<p>If you import contacts with the same subjects, you can enter it in the <b>Subject</b> field on Step 2 of the import process.</p> <p>If you import contacts with different subjects, you will need to include a Subject column in your import file.</p>

### > Single Mass Interaction by account number

When you select to update existing accounts with a Mass Interaction using the account number, all accounts you include in your import will then be associated with the single Mass Interaction created by the import.

On the **Map Your Import File** step, in the **Mass Interaction values** tile, you can complete the **Date**, **Method**, **Subject** and **Note** fields. The values you enter in these fields will be the same for all imported accounts. Select **Next** to preview your import.

From the Mass Interaction values tile, you can also select to copy over the values previously used by the import to create the Mass Interaction.

**Note:** If you are reusing an import template, you will be prompted with the option to link the accounts in your current import file to the previously created Mass Interaction. This option will not appear if the previously created Mass Interaction has been deleted.

### > Single declaration by account number

Use this import type to enter new accounts with a Gift Aid declaration. For more information about the United Kingdom's Gift Aid program, see [Gift Aid](#).

This import type is only available for customers in the United Kingdom who need to import Gift Aid declaration. You must select the United Kingdom as your locale under user preferences in order to see this import option. For more information about user preferences, see [User Preferences Page](#).

Required Fields	Details
Account Number	The Account Number column is required in your import file.

Required Fields	Details
Date	<p>If you import gifts with the same date, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import new gifts with different dates, you will need to include a Date column in your import file.</p>
Gift Aid Declaration Type	<p>If you import declarations with the same type, you can enter it in the field on Step 2 of the import process.</p> <p>If you import declarations with different funds, you will need to include the column in your import file.</p>
Confirmation Date	<p>If you import declarations with the same confirmation date, you can enter it in the <b>Confirmation Date</b> field on Step 2 of the import process.</p> <p>If you import declarations with different confirmation dates, you will need to include a Confirmation Date column in your import file.</p>
Valid From	<p>Can be manually typed in Step 2 of the import process if all new declarations should be set to the same Valid From date, otherwise include this column in your import file.</p>

### ➤ Single recurring gift schedule by account number

Use this import to add a recurring gift schedule to existing accounts using the account number. You must know and include the account number on the source file. To see account numbers for a group of accounts, you can add the Account Number column to your query preview and export the results or create a custom report for a query of those accounts.

Recurring gift schedules added through this import default to manual processing, and the first payment is not applied through the import.

Required Fields	Details
Account Number	<p>This field is required for all name formats. For Individuals, you can select to use auto-generated Data Entry Rules or map this field from your import file.</p>
Date	<p>If you import recurring gift schedules with the same dates, you can enter it in the <b>Date</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different dates, you will need to include a Date column in your import file.</p>
First Installment Date	<p>If you import recurring gift schedules with the same first installment date, you can enter it in the <b>First Installment Date</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different first installment dates, you will need to include a First Installment Date column in your import file.</p>



Required Fields	Details
Frequency	<p>If you import recurring gift schedules with the same frequency, you can enter it in the <b>Frequency</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different frequencies, you will need to include a Frequency column in your import file.</p>
Fund	<p>If you import recurring gift schedules with the same fund, you can enter it in the <b>Fund</b> field on Step 2 of the import process.</p> <p>If you import recurring gift schedules with different funds, you will need to include the Fund column in your import file.</p>

### > Update recurring gift schedule

Use this import to update the installment amount for existing recurring gift schedules. You must know and include the journal entry reference number for the recurring gift schedules you want to update.

You can only update recurring gift schedules that are processed manually. Recurring gift schedules that are configured to process automatically cannot be updated via import.

Required Fields	Details
Installment Amount	<p>If you update all existing recurring gift schedules with the same installment amount, you can enter it in the <b>Installment Amount</b> field on Step 2 of the import process.</p> <p>If you update existing recurring gift schedules with different installment amounts, you will need to include an Installment Amount column in your import file.</p>
Journal Entry Ref	<p>The Journal Entry Ref column is required in your import file. To view the journal entry ref for existing recurring gift schedules, you can create a custom report. Under <b>Report Columns</b>, select Journal Fields from the drop down menu and click <b>Entry Ref</b>.</p>

## General Import Setup

Before you begin an import, you must set up your import source file. Refer to this information to set up your file correctly.

### > Import Guidelines

- To import successfully, select a comma separated file (.csv) file. If you have a Microsoft *Excel* file, you can save it as a .csv file in *Excel*.

**eTapestry** does not support the following file types for import.

- DOC
- DOCX
- Files created by Google *Docs*
- Files created by Mac *Sheets*
- ODF
- ODS
- PDF
- XLS - To convert this file type to .csv, open it in *Excel*, and select to save it as a .csv file.
- XLSX - To convert this file type to .csv, open it in *Excel*, and select to save it as a .csv file.
- The file must have no more than 2,000 lines. If you need to import more records, use separate files of 2,000 lines or less and perform separate imports for each file.
- The file must have column headers. **eTapestry** uses the column headers to map columns to fields in the database. Use descriptive column headers to make mapping easier. Never put data that you want to import on the first line of the import source file.
- The file cannot contain blank lines. Any blank lines create an error in the import process.
- To avoid import difficulty, make sure you remove line breaks within the fields or any fields that contain quotes.
- Each import type has a number of required fields and your source file must contain information you can map to required fields. For example, Account Information types require the **Country** field. For more information required fields for import types, refer to [Import Types on page 12](#).
- If you plan to import addresses, make sure that your import file only includes addresses from one country. If you need to import addresses from other countries, create a separate import file and import definition for each country.
- If you plan to import values into fields with fixed values (such as drop down menus or checkboxes), the values in the import source file must match the values in the database exactly. For example, if you import a fund value, the value in your file must match an existing fund in your database. These values are case-sensitive, and it must be spelled exactly the same.
- If you plan to import user-defined values into a multiple selection field, you must delimit them in the import source file. In this case, use a single field for all the values, and separate them with one of the available characters. You must use the same delimiter throughout your import source file.
  - asterisk (\*)
  - pipe (|)
  - comma (,)
  - semicolon (;)
  - tilde (~)

### ➤ Step One - Name and Import Type with Name Formats

**Note:** Customer Support is available to troubleshoot and answer specific import questions. To learn the how-to process for imports, it is best to [review the Account Information Import Tutorial](#) and refer to these import procedure steps.

1. From **Management**, click **Import**. The Import Categories page appears.
2. Click a category to select it, or create a new category.
3. Under **Tasks**, click **New Import**. The Import page appears.
4. In the **Name** field, enter a unique name for your import.
5. In the **Description** field, you can enter a description for your import to make it easy to identify.
6. Under **Select the File to Import**, click **Choose File**. To successfully import your data, select a .csv file. Any leading or trailing spaces included in field values in your import file will be excluded once you import the file and will not appear on Step 2 of the import wizard.

**Tip:** You must select a new file or select the same file again each time you run this import.

7. Next, select an import type. Each import type allows you to import different information into your database. You cannot change the import type once you navigate away from this step. For details about import types, refer to [Import Types on page 12](#)
8. When you select an Account Information import type, the **Name Format** section appears. In the **Name Format** field, select whether the file is for individuals, families, or businesses in the field when your import file includes a group of accounts for one Name Format. If your import file includes a combination of accounts, select "Map from your import file." The Map Name Format screen appears for you to map the Name Format field from your import file to the **eTapestry Name Format** field.

**Tip:** To successfully map your Name Format field to an **eTapestry** Name Format, make sure your .csv file includes a name format column. In this column, identify each row as Individual, Family, or Business. These Name Formats correspond to the **eTapestry** Name Formats.

9. When you select an Account Information import type, the **Country** section appears. In this field, you must select the country for Account Information import types. This selection controls the address fields available to you when you map fields on [Step Two - Map Your Import File with Name Formats on page 28](#).

**Tip:** Remember, your import file can only include addresses from one country. When you need to import addresses from other countries, create a separate import file and import definition for each country.

10. Under **Multi select delimiter**, select a delimiter type to separate values in your import file. You use delimiters for multiple values in a single field. For example, a user-defined field for Interest Areas can have more than one value for a single constituent, such as "Environment\*Animals\*Conservation".

You must use the delimiter you select consistently in your source file. The available delimiter options to select are asterisk (\*), pipe (|), comma (,), semicolon (;), and tilde (~).

11. Click **Next** to continue to the next step.

## > Step Two - Map Your Import File with Name Formats

**Show Me:** [Review the Account Information Import Tutorial](#)

1. On Step 2 of the import wizard, the Map your Import File page appears with multiple sections to help you identify groups of **eTapestry** fields for a particular area in the application.

The fields that appear on the page are determined by the import type you select on Step 1. For example, when you select the Single Gift by Account Number type, gift fields appear. When you select an Account Information type, additional sections appear for individual, family, and business account fields, in addition to the **All other account fields** section.

2. To search for potential duplicates based on an **eTapestry** field, select the checkbox for at least one key. For example, to search for duplicates by name, select the checkbox in the **Key** column beside the **Account Name** field. You should also select to key on the **Persona Type** field to make sure future imports for persona information are successful for existing accounts.

**Tip:** You should only map to **Account Number** to select its **Key** checkbox to identify duplicate accounts. You cannot import data into the **eTapestry Account Number** field because the import does not overwrite existing account number IDs and it automatically assigns an ID number for each new account.

On Step 4, you review potential duplicates and indicate how to handle them in the import.

3. To map to a field in the import file, click the icon beside the **eTapestry** field in the **Import Data** column. The Select Import Field screen appears with a list of all column titles from your import file. To map the import field to the **eTapestry** field, click the corresponding column title link. The Select Import Field screen closes and you return to the Step 2 page.

**Tip:** As you map fields, you can view a sample of your data to import beside the field. Use this to confirm you are mapping fields correctly. You also review all mapped data on Step 3 of the import wizard.

- You may need to map more than one field from your import file to the same field in **eTapestry**. For example, if you have a column for **First Name** and a column for **Surname** on your source file, you may want to map both columns to the **eTapestry Account Name** field. To do this, click the icon beside the field in the **Import Data** column and select the **First Name** field, enter a space, and select the **surname** field. You can also do this for the **Sort Name** field. However, map the **surname** field first, enter a comma and a space, and then map the First Name field.
- Under **All other account fields**, you can remove a field from the page when your import file does not contain data for it. To do this, click the **X** beside the field. This prevents inadvertently mapping data to the field in **eTapestry**.
- After you map all required fields, you can select additional fields to map. To select an additional **eTapestry** field to map to, click **Import Another eTapestry Field**. The Select eTapestry Field screen appears. The list that appears includes all eligible fields for this import type, including user-defined fields.

You can select as many of these fields as you need for your import. After you select the fields, you must map them to a column from your source file. To do this, click the icon beside each field in the **Import Data** column and select the appropriate field.

- In the **Persona Type** field, you can map a field from your import file. To import the same type for all accounts in the import, manually enter the type in the field in the **Import Data** column.
  - In the **Address Lines, City, State/Province, Postal Code, and County** fields, you can map address fields from your import file. To map to an address field in the import file, click the icon beside the **eTapestry** address field in the Import Data column. The Select Import Field screen appears with a list of all column titles from your import file. To map the import field to the **eTapestry** address field, click the corresponding column title link.
4. For fields with established name and salutation rules, you can apply the name value configuration you selected for these fields to maintain consistent name data in your database.

**Note:** If the data entry rule for a required field is set to **Blank**, you must provide a value from your import file.

- **Individual Name Format** - In the drop down menus for **Account Name, Sort Name, and Salutation** fields, you can select to generate name values based on the name and salutation rules your organisation has set up in **eTapestry** or generate the name format or salutation according to the import file or custom text you enter in these fields.
  - **Business and Family Name Format** - In the drop down menus for **Sort Name and Salutation** fields, you can select to generate name values based on the name and salutation rules your organisation has set up in **eTapestry** or generate the name format or salutation according to the import file or custom text you enter in these fields.
5. When you are finished mapping all your data, click **Next** to navigate to step three of the import wizard.

### > Step Three - Preview

On step three of the import wizard, the Preview page appears.

View the exact data that will be mapped to your **eTapestry** database for the first 25 lines of your import. To correct mapping errors, click **Back** to return to step two and re-map your data. Once you preview your data, click **Next** to navigate to step four.

### > Step Four - Possible Duplicates Report

**Note:** If your import file has errors, an error screen appears first. In this case, correct the errors and begin your import again.

1. On step four of the import wizard, the Possible Duplicates Report appears.

The report shows you potential duplicates in your import based on the duplicate key or keys you chose on step two of the import wizard. You decide how to handle each potential conflict.

- **Merge:** This option merges data from your import source file into any fields that do not already contain data in the existing account. No new account is created, and fields that already contain data on the existing account are not affected.

- **Replace:** This option moves all data from your import source file into the fields that you mapped on the existing account, regardless of whether or not those fields already contain data. No new account is created. Empty fields from your import source file do not replace fields with data in the existing account.
- **Create:** This option creates a new account using the data in your import source file. The existing account is not changed.
- **Skip:** This option skips that line on your import source file. The existing account is not changed, and the information on that line is not imported.
- **Trust:** This option only applies to imports that include journal entry information. This option adds only the journal entry information. No new account is created, and the import makes no changes to the existing persona and account data. If you choose this option on an import that does not include journal entry information, it behaves like the skip option.

2. Click **Next** to commit the changes and begin the import.

**Warning:** After you commit your import file, you cannot reverse your import. Be sure that all options are correct and that you are ready to perform the import before you click **Next** on this screen.