Upload ACP Subscriber File

> The instructions below explain how to prepare a batch file that contains many transactions for the Affordability Connectivity Program (ACP). They also detail how to use the Upload Subscriber File page, upload a batch file, check on the status, and receive successful results.
>
> **Applies to the following**: *ETC Analyst and ETC Administrator*
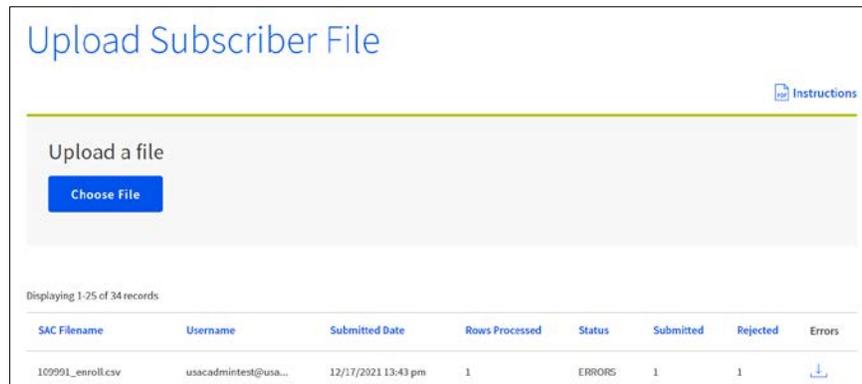
ACP Upload File Workflow

From the Upload Subscriber File page, you may submit batch files for the ACP. The batch files may contain multiple transactions as separate rows in the file. You may also check on the status of your previously submitted batch files, and download the results of failed transactions for review and correction. To navigate to the Upload Subscriber File page, click on the Upload Subscriber File option in the ACP Subscriber Management section.

*Note: This image shows a portion of the batch template, but it does not include all fields in the template.

Prepare Batch File

The file format for batch submissions is comma-separated values (CSV), where each row of the file is a separate transaction. Each row of the batch file is processed individually in the order it appears, from top to bottom. You may obtain a blank input template on usac.org.

The **NLAD batch template** is a CSV file that can be accessed via an Excel spreadsheet to allow providers to verify, enroll, transfer, update, and de-enroll subscribers for the ACP.

For full descriptions of all input fields, including restrictions and requirement status, download the Field Descriptions spreadsheet on usac.org.

The batch file name must start with a six-digit SAC number, and end with a .csv extension. You may append additional alphanumeric characters in the file name for your own reference, but you must

compose the file name in this format: six-digit SAC number, hyphen, then up to 44 alphanumeric characters of your choice. For example, **999999-batch_99_NOV**.csv.

The file name cannot contain the space character, or any of the following characters: \ /: *? " < > | .

The size of a batch file cannot exceed 10 MB.

Application ID Enrollment Option

The batch file process also allows service providers to complete transactions (**Verify**, **Enroll**, and **Transfer**) with the consumer's Application ID from the National Verifier. With the consumer's Application ID, providers must provide the identify fields listed below:

- **First Name**
- **Last Name**
- **Date of Birth**

NOTE: Providers must provide the required fields for the appropriate transaction type along with the identify fields mentioned above. For example, a "Verify" transaction requires the following fields for a successful transaction:

• applicationId	• dob
• transactionType	• serviceType
• transactionEffectiveDate	• serviceInitializationDate
• sac	• AcpTribalBenefitFlag
• lastname	• consumeremail or phonenumber field
• firstname	• acpCertInd
	• RepId or RepNotAssisted

Upload Batch File

1. Click "Choose File" to launch your browser's file explorer.

2. Select the file that you would like to upload from your computer.

3. Once prompted, select the file from your computer and or click "Open" for the file to be loaded to NLAD.

4. Once a file has been pre-loaded to NLAD, click the "Upload" button for NLAD to review.

NOTE: A success message will shortly appear to confirm that NLAD has received the uploaded file.

Retrieve Batch Status and Feedback

The status and feedback of uploaded batch files is displayed in the Uploaded Files table. Refresh your browser to update the results. Results from small files will become available faster than the results from larger files. You do not need to remain logged in to keep a batch file processing; once uploaded, you may log out and return to the site at a later time to view the batch results.

SAC Filename	Username	Submitted Date	Rows Processed	Status	Submitted	Rejected	Errors
861001_enroll(2)(...	usacadmintest@usa...	12/17/2021 10:39 am	1	SUCCESS	1	0	
109996-test.csv	usacadmintest@uat...	08/11/2021 12:20 pm	1	SUCCESS	1	0	
826012-20210721.c...	Brandi.Streauslin...	07/21/2021 21:25 pm	2	SUCCESS	2	0	

Displaying 1-25 of 34 records

Successful Upload

If the file has uploaded successfully, you will be notified at the top of the page with a success message. The status of each uploaded file can be viewed as a row in the Uploaded Files table.

The status and feedback information is presented for the most recently uploaded subscriber files, with response information for the most recent batch in the top row. No more than one entry will display for each SAC used in a batch file name. If you submit a batch file named with the same SAC as a previous batch file, it will replace the corresponding row in the Uploaded Files table.

The status and feedback information is displayed under the following column headings on the page:

- **SAC-Filename** – The name of the batch file.
- **Username** – The name of the submitting user.
- **Submitted Date** – The date and time the file was submitted.
- **Rows Processed** – The total number of rows processed.
- **Status** – The status of the batch file.
    - Possible statuses are: Success, Rejected, Errors, or In Progress.
- **Subscribers Submitted** – The number of transactions the batch file contained.
- **Rejected** – The number of transactions that were rejected.
- **Errors** – This will contain either the reason why the file was rejected entirely, or a link to a CSV file that will contain the rejection information for every rejected transaction in the batch (if any).

The rejected-rows file is a CSV file that provides information about any failed transactions. NLAD will compose the rejected-rows filename with these elements: batch ID, the word "rejected" and the word "warning", and the original filename (for example, 1250-rejected-warning-999999-122013batch.csv).

This file contains the following information for each transaction rejected by the system:

- **Batch Row Number** – The row number corresponding to the rejected transaction.
- **Phone Number** – The subscriber's phone number.
- **ETC General Use** – The ETC general use value.

- **Field Name** – The name of the field containing the offending data.
- **MSG_Code** – The message code associated with the rejection reason.
- **Error Message** – The full error message describing the rejection reason.
- **Error Data** – The offending data.

Unsuccessful Upload

SAC Filename	Username	Submitted Date	Rows Processed	Status	Submitted	Rejected	Errors
							Displaying 1-25 of 34 records
189018_enroll.csv	usacadmintest@usa...	12/18/2021 02:04 am	30	ERRORS	30	30	↓
816001_AUTHORIZED...	usacadmintest@usa...	12/17/2021 16:43 pm	4	ERRORS	4	4	↓

If the file does not upload successfully, the system will generate an error message.

If the file type or file name is incorrect or invalid, the system will generate a message informing you that the file upload was not successful and the reason why. View the list of possible error descriptions for information on specific errors on usac.org.

Typical error messages are:

- File not csv
- File name cannot have spaces
- File name less than 6 characters
- Not authorized to upload that SAC
- SAC does not exist or is not 6 digits
- File size exceeded
- Headers invalid

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