

Electronic Payment Experience Reporting System (EPERS)



File Specifications

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RRS Technical Support
(440) 8352477, ext. 190

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Overview

Riemer Reporting Service has designed a service that allows our customers to submit their payment experience electronically instead of manually by mail, fax, or online. Participating companies submit account receivable information monthly to Riemer Reporting Service by one of several available methods. This credit information must be formatted as outlined in this manual.

Our task at Riemer is to consolidate matching accounts between all participating members and our existing database to produce a combined database of credit information. Having this consolidated database allows Riemer Reporting Service to provide comprehensive information and unsurpassed services to members of credit associations.

Submitting Payment Experience Information

The normal credit reporting cycle will operate as it does now. Participating companies will no longer be required to respond to requests for payment experience as they do currently, since their experience will be updated in our database monthly.

Implementation Suggestions

Implementing an application to produce the required information should not pose a problem to the MIS staff. If you have difficulties or the information stored in your system is not easily transposed into the specified format, please call us; we may be able to offer suggestions for a solution. The specifications needed to implement a system that satisfies the requirements of Riemer Reporting Service are described in more detail on the following pages.

Getting the Information to Riemer Reporting Service

There are many different methods for transferring data. We would like to work with you to find the method that is best for both sides. Some of the possibilities are:

Accepted Media

Your data file can be mailed to Riemer Reporting Service on the following media:

4mm DAT (written using Unix TAR program or compatible, no compression)

9 Track Tape (1600 BPI, 3200 BPI, or 6250 BPI; ANSI or EBCDIC)

CD-ROM

Any IBM PC compatible diskette

Electronic Transfer

There are several ways you can electronically transfer your data file to Riemer Reporting Service. The easiest method is via e-mail to ar_submissions@riemer.com.

Riemer Reporting Service has a File Transfer Protocol, or FTP, site available to provide our customers with a fast and inexpensive way to send data files. The implementation of FTP varies on different client platforms, but with a few details, you'll be able to access and successfully upload files to our site. The address of the site is <ftp.riemer.com>. Use "anonymous" for the username and your e-mail address for the password. Name your file with your contributor number and the file extension ".dat" and upload it to the `/pub/dataSubmission` directory. Please note that Riemer Reporting Service only supports Active FTP (communication to the FTP server via ports 20 and 21 only).

If your company has a firewall in place, you may want to check with your Network Administrator to make sure that the FTP protocol is not blocked. Your FTP client must be set for BINARY transfer mode before a "PUT" operation can be performed. You will not be able to get a listing of any files in the `/pub/dataSubmission` directory, but you do have write privileges, so your file is transferred, even if it doesn't appear that way.

if you prefer electronic transfer, but are concerned about the privacy and security of the transfer of data to Riemer Reporting Service, we provide two different methods of securing your data. First, we support PGP using RSA encryption. We can send you our public key and your data can be encrypted using PGP and transmitted via FTP or e-mail.

The second secure electronic method of transfer that we offer is Secure File Transfer Protocol or SFTP, an emerging standard for secure data transmissions. In order to use SFTP, you must have an established user account with Riemer Reporting Service. We will be happy to create this account at your request. When uploading, you should use the same site address as for FTP (<ftp.riemer.com>) and the files must be stored in your SFTP home directory. Just like using FTP, your file should be named using your contributor number and a file extension of ".dat".

Please contact Riemer Reporting Service for more details on any transfer method.

General File Information

Each file consists of one or more groups of records that contain exactly one **contributor identification record** followed by zero or more **data records**. This group or groups is followed by exactly one **end-of-file record**. The file may be either fixed-length or delimited text.

For fixed-length file format, all records are of exactly the same length regardless of record type. There are no record delimiters. Each record consists of one or more fields. Field lengths are fixed, and fields are located at fixed offsets within the record. Each record type description gives the length for each field.

The records in an ASCII delimited-text file do not all have to be the same length, and the field lengths can be ignored. For more details about delimited-text format, please see the section at the end of this book.

The first field in every record is the Record Type field, and indicates whether the record is a contributor identification, data, deleted data, or an end-of-file record. The Record Type field is a single alphabetic character:

- D Data Record
- I Contributor Identification Record
- E End-of-File Record
- X Deleted Data Record

Fields

Field Descriptions

Within a record, each field has a specific:

type	length	offset
------	--------	--------

Type is either:

alpha	numeric	alphanumeric
floating point	signed numeric	

Offset is the number of bytes from the beginning of the record to the beginning of the field. Fields are extracted from records as strings of ASCII characters. The lowest offset byte in a field becomes the first character in the string. Successive bytes (increasing offset) are added to the right side of the string. This does not apply to ASCII delimited-text files.

Length of the field is specified in bytes. This may be ignored for ASCII delimited-text file format.

Field Types

Alpha Fields

Unless otherwise indicated, each byte in an alpha field can contain any of the twenty-six ASCII symbols from A through Z (only capital letters), or a space character. For some fields, only a subset of these letters are valid. Any such special constraints are noted in the field description. Alpha fields should be left-justified and space-filled to the right.

Alphanumeric Fields

Each byte in an alphanumeric field can contain any printable character from the ASCII character set including upper and lowercase letters, numbers, and punctuation.

Printable characters are those in the range from hexadecimal codes 20 through 5E.

Alphanumeric fields should be left-justified and space-filled to the right.

Numeric Fields

Each byte in a numeric field must contain any of the ASCII digits 0 through 9 or a space character – there can be no empty bytes. Numbers are rightjustified within the field, and are leftpadded with space characters or zeros. The number may not contain any embedded spaces (that is, between digits) or trailing spaces.

The following examples demonstrate how nonnegative integers are represented in a 6byte numeric field:

	[0]	[1]	[2]	[3]	[4]	[5]
Zero:	<sp>	<sp>	<sp>	<sp>	<sp>	0
135:	<sp>	<sp>	<sp>	1	3	5

Zero:	0	0	0	0	0	0
135:	0	0	0	1	3	5

The <sp> symbol indicates the ASCII space character, hex 20

Signed Numeric Fields

The first byte in a signed numeric field is either an ASCII plus sign (+), or minus sign (-). The second byte through the last byte in the field are any of the ASCII digits 0 through 9, or a space. Numbers are rightjustified within the field, and are leftpadded with either space characters or zeros all the way to the plus or minus sign. The number may not contain embedded or trailing spaces.

The following examples demonstrate how various integers are represented in a 6byte signed numeric field:

	[0]	[1]	[2]	[3]	[4]	[5]
Zero:	+	<sp>	<sp>	<sp>	<sp>	0
-986:	-	<sp>	<sp>	9	8	6
1537:	+	<sp>	1	5	3	7

Zero:	+	0	0	0	0	0
-986:	-	0	0	9	8	6
1537:	+	0	1	5	3	7

The <sp> symbol indicates the ASCII space character, hex 20. The plus (+) symbol is ASCII hex 2B, and the minus (-) symbol is ASCII hex 2D.

Floating Point Numeric Fields

Each byte in a floating point numeric field must contain one of the ASCII digits 0 through 9, the space character, or the decimal point character (hexadecimal code 2D.)

Numbers are right-justified within the field, and are left-padded with space characters or zeros. The number may not contain any embedded spaces (that is, between digits) or trailing spaces. There may be one decimal point character positioned before the first numeric digit, just after the last numeric digit, or between any of the numeric digits. The decimal may be excluded.

The following examples demonstrate how various floating point numbers are represented in a 6-byte floating point field:

	[0]	[1]	[2]	[3]	[4]	[5]
Zero:	<sp>	<sp>	<sp>	<sp>	<sp>	0
12.8:	<sp>	<sp>	1	2	.	8
.963:	<sp>	<sp>	.	9	6	3

Zero:	0	0	0	0	0	0
12.8:	0	0	1	2	.	8
.963:	0	0	.	9	6	3

Records

Contributor Identification Record

The Contributor Identification record is used to identify the origin of the data. The first record in the file **MUST** be an identification record. All records following identification records are associated with the preceding identification record in the database. Multiple identification records per file are allowable.

	Field Name	Length	Offset	Field Type	Required
1	Record Type	1	0	Alpha "I"	yes
2	Contributor Number	8	1	Numeric	yes
3	Group Number	4	9	Numeric	yes
4	Member Number	4	13	Numeric	yes
5	Member Subscript	1	17	Alpha	yes
6	Extract Date Month	2	18	Numeric	yes
7	Extract Day	2	20	Numeric	yes
8	Extract Year	2	22	Numeric	yes
9	Submission Type	20	24	Alphanumeric	yes
10	Version Number	8	44	Numeric (3)	yes
11	Reserved	430	52	Space Fill	yes
Total Record Length		482			

Record Type

Indicates whether this is a valid data record, a contributor identification record, or an end-of-file record. The following values are defined:

- I (ASCII, Hex 49) : Contributor identification record
- D (ASCII, Hex 44) : Valid data record
- X (ASCII, Hex 58) : Deleted data record
- E (ASCII, Hex 45) : End-of-file record

In the context of this record, this field should have a value of "I". This is a required field.

Contributor Number

This field contains your customer number and is supplied by Riemer Reporting Service. The number may be found on the cover letter that accompanied this package. An invalid number will cause all data to be rejected. This is a required field.

Group Number, Member Number, and Member Subscript

These fields specify the membership with which the data records will be associated. If you do not have a Member Subscript, the Member Subscript field should be set to <sp>, hex 20.

You may belong to more than one credit group, and may have multiple memberships within each group. If your payment experience is stored under different receivable systems, by division for example, you may wish to separate this experience by membership number. To do this you simply divide the experience with an additional contributor identification record specifying the different membership information.

Your membership information is not required. However, if you do not include it, you should insert all spaces (a null value) into the **Group Number**, and **Member fields**, the Member Subscript field should be set to <sp>, hex 20. If there is no membership information included in the contributor identification record, the experience is associated with the lowest numerical group to which your company belongs and the lowest numerical member number.

If you are unsure of your current membership(s), please contact Riemer Technical Support.

Extract Date Month, Extract Day, and Extract Year

These fields indicate the date on which the tape or disk(s) were created. Extract Date Month should be in the range of 1-12. Extract Day must be in the range of 1-28, 1-29, 1-30, 1-31, depending on the month. Extract Year must be the last two digits of the current year. All three fields are required.

Submission Type and Version Number

These fields serve to identify what type of data you are submitting and the version number of the file format used in creating the file.

For the **Submission Type** field, use the following string exactly as you see it below, all upper case. It should be left justified.

CREDIT REFERENCE

For the **Version Number** please use: 3

Reserved

This field is reserved for future use. Simply space-fill this field.

Data Record Format

The following paragraphs describe the contents of each of the fields listed above, and any constraints associated with each field.

	Field Name	Length	Offset	Field Type	Required
1	Record Type	1	0	Alpha "D" or "X"	yes
2	Duns No	9	1	Numeric	
3	Customer Ref No	20	10	Alphanumeric	yes
4	Account Name	34	30	Alphanumeric	yes
5	Account Name 2	34	64	Alphanumeric	
6	Address 1	34	98	Alphanumeric	yes
7	Address 2	34	132	Alphanumeric	
8	City	20	166	Alphanumeric	yes
9	Zip Code	9	186	Alphanumeric	
10	State Code	2	195	Alpha	yes
11	Country Code	3	197	Alphanumeric	yes
12	Fig Date Month	2	200	Numeric	yes
13	Fig Date Day	2	202	Numeric	yes
14	Fig Date Year	4	204	Numeric	yes
15	Last Sale Month	2	208	Numeric	
16	Last Sale Year	4	210	Numeric	
17	Year Acct Opened	4	214	Numeric	
18	Primary Terms	16	218	Alphanumeric	
19	Secondary Terms	16	234	Alphanumeric	
20	Primary Terms Open	1	250	Alpha (Y/N)	
21	Secondary Terms Open	1	251	Alpha (Y/N)	
22	High Credit	10	252	Numeric	
23	Dollars Total	10	262	Signed Numeric	
24	Dollars Current	10	272	Signed Numeric	
25	Dollars Dating	10	282	Signed Numeric	
26	Dollars 1 to 30	10	292	Signed Numeric	
27	Dollars 31 to 60	10	302	Signed Numeric	
28	Dollars 61 to 90	10	312	Signed Numeric	
29	Dollars Over 90	10	322	Signed Numeric	
30	Dispute 1 to 30	1	332	Alpha (Y/N)	
31	Dispute 31 to 60	1	333	Alpha (Y/N)	
32	Dispute 61 to 90	1	334	Alpha (Y/N)	
33	Dispute Over 90	1	335	Alpha (Y/N)	
34	Phone Number 1	24	336	Alphanumeric	

	Field Name	Length	Offset	Field Type	Required
35	Phone Number 2	24	360	Alphanumeric	
36	Phone Number 3	24	384	Alphanumeric	
37	Comment Code 1	1	408	Alpha (A-L or <sp>)	
38	Comment Code 2	1	409	Alpha (A-L or <sp>)	
39	Comment Code 3	1	410	Alpha (A-L or <sp>)	
40	Comment Code 4	1	411	Alpha (A-L or <sp>)	
41	Comment Code 5	1	412	Alpha (A-L or <sp>)	
42	Comment Code 6	1	413	Alpha (A-L or <sp>)	
43	Comment Code 7	1	414	Alpha (A-L or <sp>)	
44	Comment Code 8	1	415	Alpha (A-L or <sp>)	
45	Comments	60	416	Alphanumeric	
46	Average Days Pay	6	476	Floating Point	

Total Record Length 482

Record Type

Indicates whether this is a valid data, deleted data, contributor identification, or end-of-file record. The following values are defined:

- I (ASCII, Hex 49) : Contributor identification record
- D (ASCII, Hex 44) : Valid data record
- X (ASCII, Hex 58) : Deleted data record
- E (ASCII, Hex 45) : End-of-file record

If the record contains valid experience that should be entered into our database, the **Record Type** should be "D".

If you delete a record from your database, please include it in your next submission with a **Record Type** of "X". This is of particular importance if the reference number your company assigned the account may be reused for another account.

This field is required for all records.

Duns No

This is the identification number issued by Dun & Bradstreet. It has a format of nine digits: 999999999 (please note that the hyphens are not included). Riemer Reporting Service uses this number to assist in the identification of accounts.

If you do not store the Dun's number, the field should be filled with nines.

Customer Ref No

This field is the reference number your company has assigned the account. There should be no embedded spaces, leading zeros, punctuation, or other unnecessary characters. The field entry is written to the database EXACTLY as it was submitted. **The number must be unique for EVERY account.** Once this information is entered into our database, you can reference the account with your company's reference number, not just by our Riemer Number. This field is required for all records.

Account Name, Account Name 2, Address 1, Address 2, and City

These fields contain the names, addresses, and city for the account. All fields may be given in mixed case, that is, both upper- and lowercase. The **Account Name, Address1, and City** fields are required for every record. However, the **Account Name 2** and **Address 2** fields may be left blank if the information is unavailable or not applicable.

Zip Code

This field contains the zip code for accounts in the U.S. and Canada. For U.S. addresses, the field contains either a standard zip code, in the format of five digits followed by four spaces (99999<sp><sp><sp><sp>) or it contains a zip-plus-four code in the format of nine digits (999999999). Please note that the hyphen is NOT included.

Canadian zip codes include both digits and uppercase alpha characters. Please exclude imbedded spaces and hyphens in the Canadian zip codes if possible.

This field may be left blank, even for U.S. and Canadian accounts, if the zip code is not known.

State Code

This is a required field for U.S. and Canadian accounts. It should contain a state or province code indicating where the account is located. Otherwise, the field contains two spaces (<sp><sp>). The state code consists of two uppercase alpha characters. The following table contains all currently defined state and province codes.

AL	Alabama	DC	Dist. of Columbia	LA	Louisiana
AK	Alaska	FL	Florida	ME	Maine
AB	Alberta	GA	Georgia	MB	Manitoba
AZ	Arizona	HI	Hawaii	MD	Maryland
AR	Arkansas	ID	Idaho	MA	Massachusetts
BC	British Columbia	IL	Illinois	MI	Michigan
CA	California	IN	Indiana	MN	Minnesota
CO	Colorado	IA	Iowa	MS	Mississippi
CT	Connecticut	KS	Kansas	MO	Missouri
DE	Delaware	KY	Kentucky	MT	Montana

NT	N.W. Territories	OK	Oklahoma	TN	Tennessee
NE	Nebraska	ON	Ontario	TX	Texas
NV	Nevada	OR	Oregon	UT	Utah
NB	New Brunswick	PA	Pennsylvania	VT	Vermont
NH	New Hampshire	PE	Prince Edward	VA	Virginia
NJ	New Jersey	PR	Puerto Rico	WA	Washington
NM	New Mexico	QC	Quebec	WV	West Virginia
NY	New York	RI	Rhode Island	WI	Wisconsin
NL	Newfoundland	SK	Saskatchewan	WY	Wyoming
NC	North Carolina	SC	South Carolina	YT	Yukon Territory
ND	North Dakota	SD	South Dakota	VI	Virgin Islands
NS	Nova Scotia				
NU	Nunavut				
OH	Ohio				

Country Code

This field contains a code identifying the country where the account is located. You can use either the Riemer country codes, which are numeric, or the ISO 3166 country codes, which are alphabetic codes.

A complete list of the 3-digit, numeric Riemer country codes can be found at the end of this document.

A complete list of the 2-character, alphabetic ISO country codes can be found on the ISO web site at http://www.iso.org/iso/english_country_names_and_code_elements.

A country code must be supplied for all accounts.

If you have an account in a country that does not appear in either list, please call us directly at (440) 835-2477. We will add the country and give you a country identification number.

Fig Date Month, Fig Date Day, and Fig Date Year

These three fields indicate the date on which the payment experience information was computed. This is not necessarily the date that the information was extracted from the A/R database. For instance, if the figures are only updated at the end of each month, then an experience file generated on 4/15/2001 (extract date) would contain fields that indicate a figure date of 3/31/2001.

Fig Date Month must be in the range 1-12. Fig Date Day must be in the range of 1-28, 129, 1-30 or 1-31, depending on the month. Fig Date Year must include the century.

Last Sale Month and Last Sale Year

These fields indicate the date of the last sale to the account. You may submit values in

one, both, or neither. **Last Sale Month** should contain the numerical value of the month (112). **Last Sale Year** should contain the year, with century, of the last sale.

A null value for these fields consists of all spaces.

Year Acct Opened

This field indicates the year in which your company began doing business with the account. It should contain the year including century. This field may be set to all spaces (null value).

Primary Terms and Secondary Terms

These fields indicate payment terms. The two fields allow you to specify both primary and alternate terms. You may leave both fields blank, or just leave the **Secondary Terms** field blank. However, if there is a value for **Secondary Terms**, a value is required for **Primary Terms**.

Primary Terms Open and Secondary Terms Open

These fields are related to the **Primary Terms** and **Secondary Terms** fields. Open terms are terms that extend credit. Closed terms do not. Examples of closed terms would be COD, Cash, or CIA. The terms open fields indicate whether the primary and secondary terms are open or closed. Leave the fields blank (<sp>) if there are no corresponding terms provided. The following values for the field are allowed:

N (ASCII, Hex 4E) Indicates that terms are closed

Y (ASCII, Hex 59) Indicates that terms are open

<sp> (ASCII, Hex 20) No terms were reported in the corresponding field

High Credit

This field contains the highest amount of credit, in dollars, extended to the account in the past six months. If information about high credit cannot be included, enter all spaces for a null value.

Dollars Total, Dollars Current, Dollars Dating, Dollars 1 to 30, Dollars 31 to 60, Dollars 61 to 90, and Dollars Over 90

These fields represent the dollar totals in each of the aging columns from your A/R system for this account.

These are whole dollar amounts only and may be either rounded or truncated.

The amount specified in **Dollars Total** must equal the sum of the amounts specified in the other aging fields. There is a margin of error of 5% to allow for rounding errors when ignoring cents. If your A/R system does not support one of the aging columns, enter a null value (insert all spaces) for that column.

Please note that the **Dollars 1 to 30, Dollars 31 to 60, Dollars 61 to 90, and Dollars Over 90** are all PAST DUE amounts.

Dispute 1 to 30, Dispute 31 to 60, Dispute 61 to 90, and Dispute Over 90

These fields correspond to past due dollars fields explained above. If any part of the amount in the corresponding dollars field is disputed, the dispute field should contain a value of Y. In all other cases, the dispute field should contain a value of N. Also, if your system does not keep track of disputed amounts, a value of N should be entered for all fields. The following values are allowed:

N (ASCII, Hex 4E) Indicates that no part of the corresponding dollars field is disputed, or that disputed amounts are not reported

Y (ASCII, Hex 59) Indicates that some part of the corresponding dollars field is disputed, in which case the corresponding dollars field must be nonzero.

Phone Number 1, Phone Number 2, and Phone Number 3

These fields allow you to enter up to three telephone numbers per account. If any or all telephone numbers are blank, please space-fill the field. For foreign countries, please include the country and city code. For U.S. numbers, always include the area code. Numbers should **not** contain any local dialing prefixes, such as dialing a 9 or 8 to get an outside line, dialing 1 for long distance or dialing 011 for international calls. The field may contain punctuation. For instance, all of the following are valid:

(440) 835-2477
440.835.2477
4408352477

The following values are **not** valid:

9,1-(440) 835-2477
835-2477

If the field is determined to be invalid, the number will be discarded by Riemer Reporting Service. The record is still considered valid.

Comment Code 1, Comment Code 2, Comment Code 3, Comment Code 4, Comment Code 5, Comment Code 6, Comment Code 7, and Comment Code 8

These fields allow you to report up to eight special comments per account by specifying their codes. Each byte is either a space or an uppercase alpha character in the range of A through L. A table of special comments and their codes is given below:

- | | | | |
|---|-------------------------|---|----------------------------|
| A | Placed for Collection | I | Account Closed or Inactive |
| B | Unearned Discounts | J | Credit Refused |
| C | Unauthorized Deductions | K | Secured or Guaranteed |
| D | Holding Orders | L | Returned Checks |
| E | Lost Invoices | M | Pick Up Checks |
| F | Proof of Delivery | N | Management Changes |
| G | Postdated Check | O | Slowing |
| H | Pays on Account | P | Improving |

Each code may only be used once. For instance, if you had received two returned checks and were holding orders, the field would contain one D and one L (even though there was more than one returned check) followed by six spaces.

Do not enter an I to indicate an account that is inactive and should be deleted. This is a valid comment code and will be reported as such, indicating to members that you are no longer extending credit to the company. If an account has been deleted or inactivated in your database, please use a value of "X" in the **Record Type** field.

Comments

This field provides an opportunity to enter additional comments to report information not covered by special comment codes. The field may be left blank (all spaces). The comment line should be leftjustified.

Average Days Pay

This field indicates average days to pay, generally the DSO. Please insert a null value (all spaces) if you do not support this field. Do **NOT** enter zero to indicate that this is not supported; zero is considered a valid value for the field and will be reported as such.

End-of-File Record Format

	Field Name	Length	Offset	Field Type	Required
1	Record Type	1	0	Alpha "E"	yes
2	Reserved	481	1	Space Fill	yes
Total Record Length		482			

The End-of-File record identifies the end of the file. There is exactly one EOF record per file. The **Record Type** must have a value of "E".

Other File Formats

ASCII Delimited Text Format

You may wish to submit your experience in an ASCII delimited text format. Field delimiter should be a tab, and your record delimiter should be a cursor-return linefeed. The file can then be sent to Riemer Reporting Service in a plain text file. You will still need to include the **Contributor Identification Record** and the **End-of-File Record**.

You do not need to adhere to the field lengths given in the **Data Record Format**. Please be aware, however, that if the data is too large to fit in our database, the values will be truncated. You do not need to include the **Reserved** field in the **Contributor Identification Record** and the **End-of-File Record**.

There is no formal published definition for the format of a delimited text file. Even the commonly used CSV format is public domain and has various interpretations of its specific format. Riemer Reporting Service has made an effort to be able to read the most commonly seen variations of these formats.

There are two common variations of this ASCII text format. One uses the tab character as a field delimiter and the other uses the comma character. Record delimiters for both formats may be a CRLF, CR, or LF. These are typical for DOS/Windows, Apple, and Unix. Things sometimes get a bit complicated with fields, as there is a possibility of the field containing an embedded character that may be interpreted as a field delimiter or record delimiter. The most common way to handle this is to place the contents of the field in quotes. Riemer will correctly handle the fields whether quoted or not. A quote character may be a single or double quote as long as the ending quote matches the beginning quote. Any quotes that are embedded within the field should be escaped if they are of the same type as the beginning and ending quote. A quote is escaped by inserting another quote immediately before it.

CSV file format

~~~~~

```
<CSV_file> ::= { <CSV_line> }
<CSV_line> ::= <value> { "," <value> } <spaces_and_tabs> <CRLF | CR | LF>
<value> ::= <spaces_and_tabs>
(
  { <any_text_except_quotes_and_commas_and_CRLF> }
  | <single_or_double_quote>
    <any_text_save_CRLF_with_corresponding_doubled_quotes>
    <the_same_quote>
)
```

|                      |                                                                   |
|----------------------|-------------------------------------------------------------------|
| <b>ASCII Format:</b> | Field 1, Field Two Info, Field Three, Field "Four", "Field Five " |
| <b>yields:</b>       | Field 1 Field Two Info Field Three Field "Four" Field Five        |

|                      |                                             |
|----------------------|---------------------------------------------|
| <b>ASCII Format:</b> | 'Field One', 'Field "Two"', 'Field "Three"' |
| <b>yields:</b>       | Field One Field "Two" Field 'Three'         |

As a simple example, the following are all valid

In summary, Riemer Reporting Service should be able to read just about any delimited file that is produced by a commercial application, and is flexible enough to handle the most likely formats.

## Excel Spreadsheet Format

Your data can also be submitted in an Excel spreadsheet. The field requirements are the same as for comma-delimited files. If you have any questions please contact Riemer Technical Support.

# Technical Support

If you have read these instructions and are having problems installing or running your system, please contact Riemer Reporting Service Technical Support at (440) 8352477 between 9:00 a.m. and 5:00 p.m. eastern time.

Also, feel free to call if you have any other questions, comments, or suggestions.

## Notes

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**Riemer Technical Support**  
**(440) 835-2477, extension 190**  
**9:00 a.m. - 5:00 p.m. Eastern time**  
**techsupport@riemer.com**

**Riemer Reporting Service**  
24600 Detroit Road  
Suite 100  
Westlake OH 44145  
(440) 835-2477 • Fax (440) 835-4594  
[www.riemer.com](http://www.riemer.com)