Incoming DATA File Guidelines
January 2010

We strive to support every file variation we receive. However following the guidelines listed below will help ensure your files are processed quickly and accurately.

File Formats:

For best results: Tab or Comma delimited text files *(in account number order is best)*
Fixed record length files *(in account number order is best)*

Excel files: Although Excel is an excellent program, it is common for us to see accidental formatting changes and data loss in files that have been modified using it, particularly with barcodes. Please double check before sending.

If your file format is unusual, send a sample file to your Sales representative and we will evaluate it.

File Documentation:

Filenames:
Please be descriptive as possible when you are naming files, (I.E. describe the team/group, contents, stock, etc).

Please review the examples below:

New York Knicks season ticket file names and their meaning:

NYKCLSTH	=	New York Knicks club to be sent to STH
NYKCLBO	=	New York Knicks club to return to box office
NYKSTBO	=	New York Knicks suites to return to box office
NYKRGSTH	=	New York Knicks regular to be sent to STH

Keep the names of files as simple as possible, stay consistent with the use of code(s).

If you are not sure how to name your files or have any additional questions, please feel free to contact your Sales Representative to review this process.

File Layout:
All data files should be accompanied by a file layout. The file layouts are important because they include heading descriptions for each field, event information for each barcode, and for Fixed length files, includes field positions. Please send the files in the same file layout each time you send a file.

Schedules:
All schedules should reflect both a full schedule and any schedule variations. Please provide date and time formatting. Please show the opponent as you would like it to appear on your ticket.

i.e: New York Knicks is correct. NYK, NY Knicks, or New York are incorrect.

Sending Data to Us:

We accept data from several different sources:

Email – Attached file sizes of less than 10 megabytes can be accepted.
FTP, CD, and DVD – please contact your sales representative when using one of these forms of submission.