

Troubleshooting Bulk Uploads

Agenda

Common Errors You
May Encounter

How to Download and
Read Your Issue Files

Reuploading Your Data

Let's get ready to roll!

Common Errors Within the Bulk Uploader

In terms of getting errors at the outset of our Bulk Upload process, this will most commonly originate from two main factors:

1. The file name contains a parenthetical, which the system fails to read.
2. A Mapping Template that is inconsistent with the uploaded file may have been selected

Mapping Template ? ☒ None ☐ Saved

File Source ? ☒ Direct Upload ☐ Google Sheets

Select A File Contribution Upload (12_12_12) - Sheet1.csv

Import Name Contribution Upload 12_12_12 Sheet1 csv

Oops...something went wrong.
The name of the file you uploaded is invalid
Return to Main Menu Go Back

Mapping Template ? ☐ None ☒ Saved

Saved Template Name * Benevity Upload

File Source ? ☒ Direct Upload ☐ Google Sheets

Select A File No File Chosen

Import Name Contribution Upload Sheet1 csv

Oops...something went wrong.
The Mapping Template you have selected does not match the columns in your uploaded file. Missing Columns: vanid. You will need to proceed with a New Mapping Template or go back to adjust your template choice or uploaded file.
Return to Main Menu Go Back

An error demonstration

The Bulk Upload Batches Screen

Search for a
Page

"Bulk Upload
Batches" & Click
the link

Locate your
most recent
Upload by name.


Downloading and Reading The Issue File

If an error is found within your source file, EveryAction will not leave this to chance, but will rather generate a notice that something has failed via the **Issue File**. These may be a bit tricky to find at first, but as we'll demonstrate, they are present anytime a file does contain inappropriate information.

Most commonly these are:

- Errors in missing or excess data, most common with phones or ZIP Codes.
- Issues in text or character formatting, like carrying in HTML/coded information or special characters, like Ç, ß, ñ.
- Data from a prior *batch* of an upload not being added.

Issues

 19 Issues

Exploring the Issue File

Wrap Up and Questions



Additional Resources

Additional Learning Opportunities

Currently, EveryAction has an expansive (and growing!) library of webinars available to review tasks like:

- **Creating Online Actions**
- **Sending Targeted Emails**
- **Adding New Users**
- **Creating Contributions**
- **Configuring Your Codes**
- **And much more!**

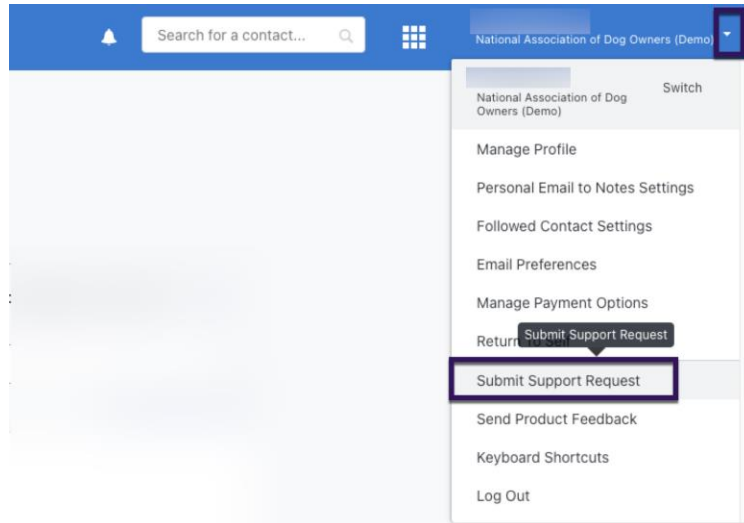


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Support

- Contact your System Administrator
- Email help@EveryAction.com
- Call (202) 370-8050
- Submit a Support Request Ticket from the Main Menu of the EveryAction CRM



Q & A

- Ask questions about functionality covered in this training
- Ask real-life application questions
- Or sign off and we will see you in the next training!



Thank you for attending!

We hope to see you
in future trainings.