Uploading claims as a file

Description of the mediafinanz CSV interface

Version 4.8 dated 10.12.2012

Preparation: Generate an export file in your own system

Generate an export file (CSV file) that contains all important data of your claim. In the appendix to this document, you will find instructions for the generation of a CSV file in Excel.

Each individual file line contains just one claim. The first line of the file may contain headings (column headings). Each line contains the individual claim values - delimited by a separator (semicolon, hash sign or tab). The values may be in any arbitrary order.

Each line should contain the following values:

Mandatory Values (must be included in every line)

- **Surname** (surname of the debtor) * (1)
- **Salutation** ("Mr", "Mrs" or "Messrs"; may also include "m" = male; "f" = female"; "c" = company; if sex unknown, please state "@) *(1)
- **Street** (street and house no. of the debtor)
- **Postal Code** (postal code for the debtor's address)
- **Town** (debtor's town)
- **Country** (country code or name, e.g. "DE" or Germany, "UK" or United Kingdom". This field is mandatory if your debtor resides outside of Germany.) * (3)
- **Amount of claim** (amount owed without reminder costs; where appropriate 0.00, decimal separator: "," or '. ', no thousand separator
- **Cost of reminders** (your reminder costs so far, where appropriate 0.00; decimal separator: "," or ".")
- **Reason for claim** (brief description of the debt, e.g. "book, Harry potter'; important: This reason is taken over verbatim into the reminder letter!)
- **Date of supply** (date of service or supply, DD.NN.YYYY or YYYY-MM-DD)
- **Date of reminder** (date of your last reminder; DD.NN.YYYY or YYYY-MM-DD) *(2)

Additional data (not mandatory, but they will significantly improve our success rate)

- **Christian name** (Christian name of the debtor)
- **Date of birth** (Debtor's date of birth; DD.NN.YYYY or YYYY-MM-DD)
- **c/o** (c/o - address addendum, e.g. c/o "Meyer")
- **Company** (where appropriate debtor's company)
- **Telephone 1** (Debtor's telephone number) Please be sure to apply "text" formatting to this column, since the telephone numbers will otherwise be interpreted as figures and leading zeros will be deleted! (see Appendix)
- **Telephone 2** (where appropriate debtor's 2nd telephone number, e.g. mobile number)
- **Fax** (debtor's fax number)
- **E-mail 1** (debtor's e-mail address)
- **E-mail 2** (debtor's e-mail address, where appropriate)
- **Invoice number** (your own invoice number)
- **Comments** (brief notes for mediafinanz)
- **Claim type** (1=goods sold; 2=goods sold subject to prepayment; 3=service provided) * (4)

Additional delivery address *(if you have a delivery address for the debtor which differs from the invoicing address, this can be added here optionally)*

- **Additional address information / company / c/o [delivery address]**
- ***Street address, house no.*** *[delivery address] (street and house number of the debtor's delivery address)*
- **Postal code [delivery address]** *(debtor's delivery address/ postal code of)*
- **Town [of delivery]** *(debtor's delivery address/city)*
- **Country (of delivery]** (country code. e.g. "DE" or "Germany"; or "AT" or "Austria"); *this field is mandatory, if your debtor resides outside of Germany.) * (3)*

* Further explanation:

(1) Surname and salutation may be omitted if the value "company" has been set.

(2) Date of your last reminder; this may have been set by e-mail.

(3) If the field "country" is blank, the system will automatically substitute Germany. If you have debtors overseas, country indication is mandatory!

(4) The field "type of claim" only matters if a single export file includes different "types" of claims, e.g. if you have sold goods to the debtor in line 1 and have sold goods to the debtor on the basis of prepayment in line 2. If all the claims in your file are of the same "claim type", you may ignore this field.

1. Step: Upload the file

The menu heading "Collection > new claim > upload file" of our online collection system switches you to an input form that allows selecting your export file and transmitting it to mediafinanz. In addition, you can advise here whether the claim involves goods supplied, claims under the prepayment system, or whether a service has been provided.

2. Step: Allocate fields

Having uploaded the file, you must allocate the fields expected by mediafinanz to the columns of your file, since the system does not yet "know" the order in which the values have been listed in the CSV file. The first 10 lines of your CSV file are therefore shown in table form. The first line of the table contains selection fields that list the columns expected by the system.

Above every column, select the applicable entry. Leave columns of your CSV file that are not relevant for mediafinanz set to blank. Make sure that you allocate to the expected fields (see preparation) at least one column of your file and then click the button: *"Allocation correct >> next"*.

Incidentally, the selection you have made will be saved, so that you only need to make this allocation when you first upload a file. The 2nd time, all fields will have been pre-set as specified by you.

3. Step: Check

If your file meets the above requirements (see preparation) and if your allocation has been carried out correctly (see step 2), then your claim(s) has/have been successfully transferred to the mediafinanz collection system. You can now find your claims without delay by means of the various search functions of the online collection system.

If this does not happen, the system will advise you of any errors made. After an appropriate correction, you may upload your file again. You need not worry about data being uploaded in duplicate: The system will recognise those claims that have been uploaded correctly and will not enter them a second time.

Support

If you have questions, problems or suggestions, please contact:

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Appendix

Creation of a CSV file in Microsoft Excel:

If you use an Excel file to manage your outstanding claims, you can generate the CSV file needed by the mediafinanz system in a simple manner:

1. Make sure that the first line of your Excel file contains the column headings; these are highlighted in yellow in this example:

	A	B	C	D	E	F	G	H
1	Rechnungs-Nr	Nachname	Vorname	Geschlecht	Firma	PLZ	Straße	Ort
2	12258	Müller	Hans	m		12354	Weserstr. 13	Berlin
3	23478	Meier	Thomas	m		54423	Unter den Linden 4	Essen
4	68987	Janßen	Petra	w	Malerweiß KG	49556	Burgkamp 2a	Osnabrück
5	98522	Schulte	Bernd	m		28353	Bremerstr. 107	Bremen
6	98664	Kaiser	Ulrike	w		35887	Friedensplatz 43	Hamburg

2. Please make sure that the different values in the columns are consistent with the format expected by mediafinanz, e.g. the field "Sex/Geschlecht" must show "m" or "w" respectively "Mr" or "Mrs".

3. Make sure that all columns are of the "text" type. If they are not, then leading zeros may be cut off from telephone numbers, or the telephone number is transmitted to us as a number with floating decimal point. This would turn the telephone number 05412029110 into 5,41E+9. To prevent this, always mark all the cells and, having clicked the right hand mouse key, select the menu heading "format cells". There you can select the category "text".

4. Now save your file under the menu heading *"File" → "Save as"* in the form of a CSV file.
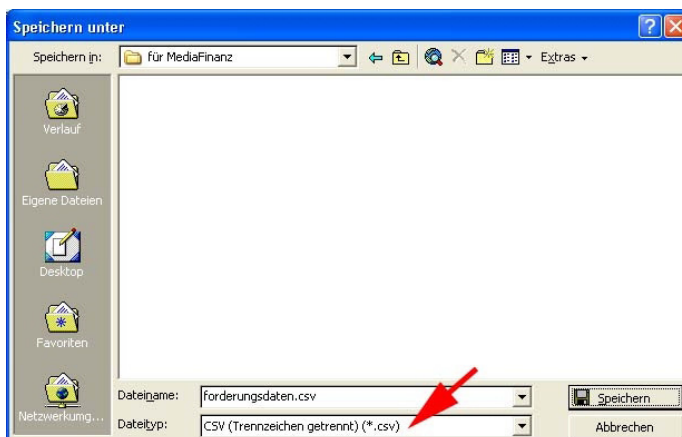
5. You may now upload the file to mediafinanz as described above.