**EDI/CSV Template FAQS**

Thank you for taking the time to review this document. It may not answer all electronic filing questions but hopefully it will help with common issues we encounter while participating in electronic filing set-up with our customers.

One very important issue that we consistently encounter is corrections made to the CSV template provided by FTA. It is an alternative filing format that we have created and is formatted specifically for acceptance by our server. In order to avoid your CSV from being rejected, please do not alter or change the header on the template in any way unless you are updating the report month in the header. The instructions we have provided are very specific to what is acceptable. Cutting and pasting from a document to the template will also create formatting issues, so please be aware of formatting changes you may be making.

Below is a list of common terms and questions:

What does the term 'production' mean?

*FTA uses the term production when a file goes directly into FTA's software used to document returns and data. It is considered the 'final resting place' for all tax information.*

What does the term 'test' mean?

*FTA uses the term test when a file goes directly into FTA's test system. Testing is* *a procedure intended to establish the quality, performance, or reliability of an electronic file. A FTA return is not considered officially filed when submitted to the test environment.*

What does CSV mean?

*CSV means comma separated values. It is a common filing format*

What is a document template?

*The term document template used in the context of file format refers to a common feature of many* [*software*](http://en.wikipedia.org/wiki/Software)[*applications*](http://en.wikipedia.org/wiki/Application_software) *that define a unique non-executable file format intended specifically for that particular application. Also, template file formats are those whose* [*file extension*](http://en.wikipedia.org/wiki/File_extension) *indicates that the file type is intended as a very high starting point from which to create other files.*

What is EDI?

*EDI means Electronic Data Interchange (EDI. It is the*computer-to-computer*exchange of*business documents*in a*standard electronic format*between*business partners*.*

What's the acceptable separating values in CSV files ?

*The CSV template FTA is using only accepts commas*.

What is the process for testing electronic files?

*FTA requires that you submit electronic 'test' files and a hard copy of your return. FTA compares the hard copy of your return to the electronic file. Once you have passed the comparison for 3 months, you no longer have to submit schedules with the cover sheet.*

Why does FTA gives instruction on how to name the file you submit?

*FTA asks that a file is named with your Federal Identification Number, your license type, and location and the report period (mm01yyyy) you are submitting . Please save it in the .csv format. This is an example of how the file name should look: 123456789L250601012015.csv*

*The reason we ask that you use a non-conventional file name is so we can retrieve the name of the company that is submitting the file as well as the contact information if problems are encountered.*

What client is acceptable to connect to our firewall or server?

*You can choose any SFTP client to connect to our server.*

What happens if you cannot connect to our server?

*If you cannot connect to our server, please consider contacting your IT person. If you still cannot connect, please call Jon Peterson at 777-4832.*

Why are files rejected?

*Files are rejected because they don't meet the criteria specified in the CSV template instructions or the EDI specifications on our website.*

Below is a few reminders:

Double check your preferences if you receive this error: The file was received but your preferences are wrong.

Please remember to update the report month in the header.