HOW TO GENERATE THE CORRECT CSV FORMAT?

Manually in a text editor

Using a spreadsheet (e.g. Microsoft Excel)

CSV FORMAT

✓ The delimiter **is a comma or semicolon**.

✓ Values that contain a comma in the text **must be in quotation marks**.

✓ If the value contains **a quotation mark**, it must be preceded by a backslash (\).

✓ The first line is the header, which is not taken into account when importing,

   only the order of **columns must be followed**.

✓ **The file structure must always be followed**, although there are optional fields at the end.

CSV FIELD

Item code	required
Serial number	required
Batch code	not required
SDC	not required
SIM card number	required if SDC is filled in
Description of problem	required
Return codes	required (code list)
Time period of problem	required (code list)
Contact address for complaint submitter	not required
Customer resolution	not required (code list)
Note	not required
System	required for peripherals, but not for control panels

JABLOTRON
CREATING ALARMS

CODE LIST

Time period of problem

The time, during which, the product began to experience problems. **Required field.**

NE	Unspecified
V0	Dead on arrival
V1	Within 1 month of installation
V6	Within 6 month of installation
VX	Later

Return codes

Product defect nature. **Required field.**

NE	Unspecified
NP	Incomplete package / instruction leaflet
VF	Incorrect device function
VM	Mechanical demage
VN	Battery defect
ZP	Replacement item

Customer resolution

My way of dealing with the customer. Optional field, NEW by default.

NEW	new (replacement)
REP	sent for repair

EXAMPLE

JABLOTRON CREATING ALARMS