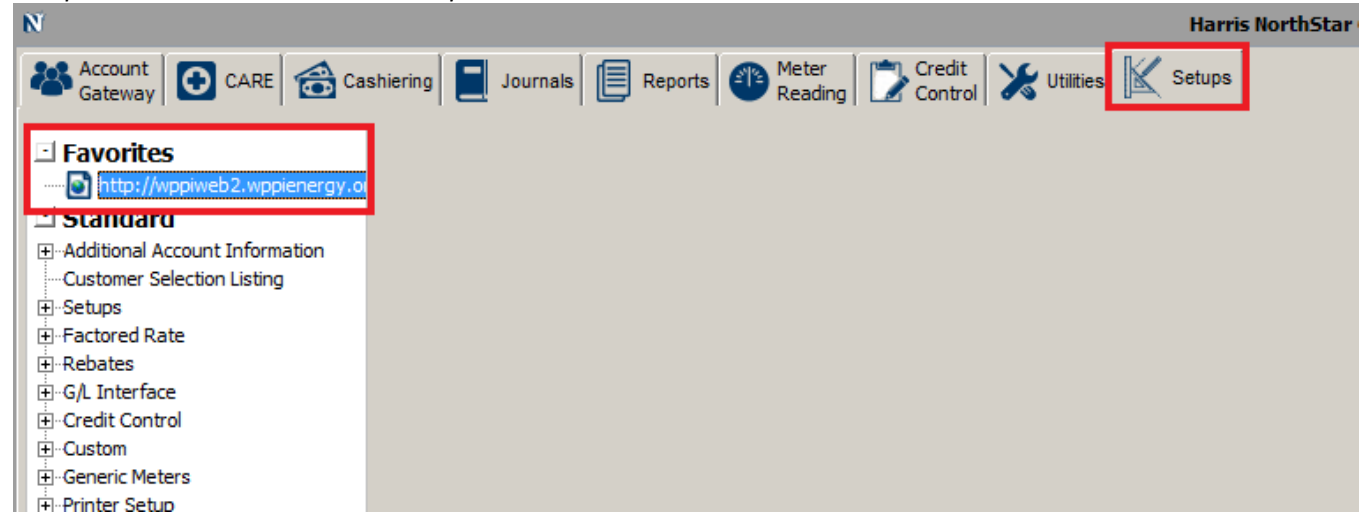


## SDC File Conversion

Navigate to the NorthStar Setups module.

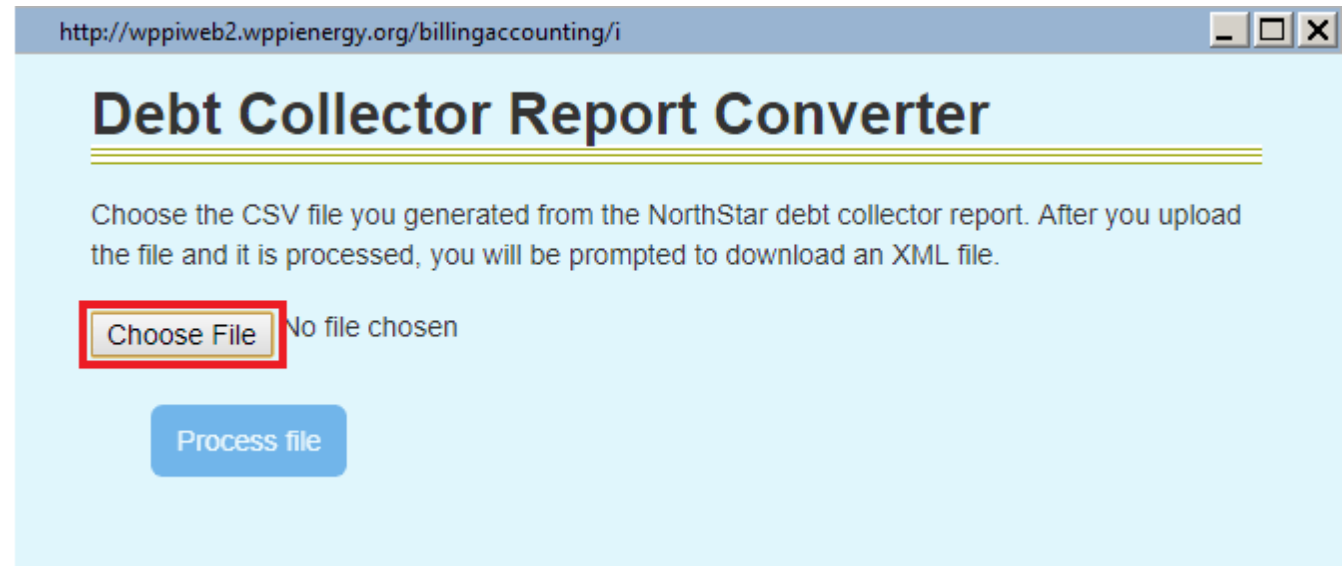
Open the **Debt Collector Report Converter** URL saved under Favorites.

Setup > Favorites > Debt Collector Report Converter URL



The Debt Collector Report Converter opens.

Click **Choose File**.



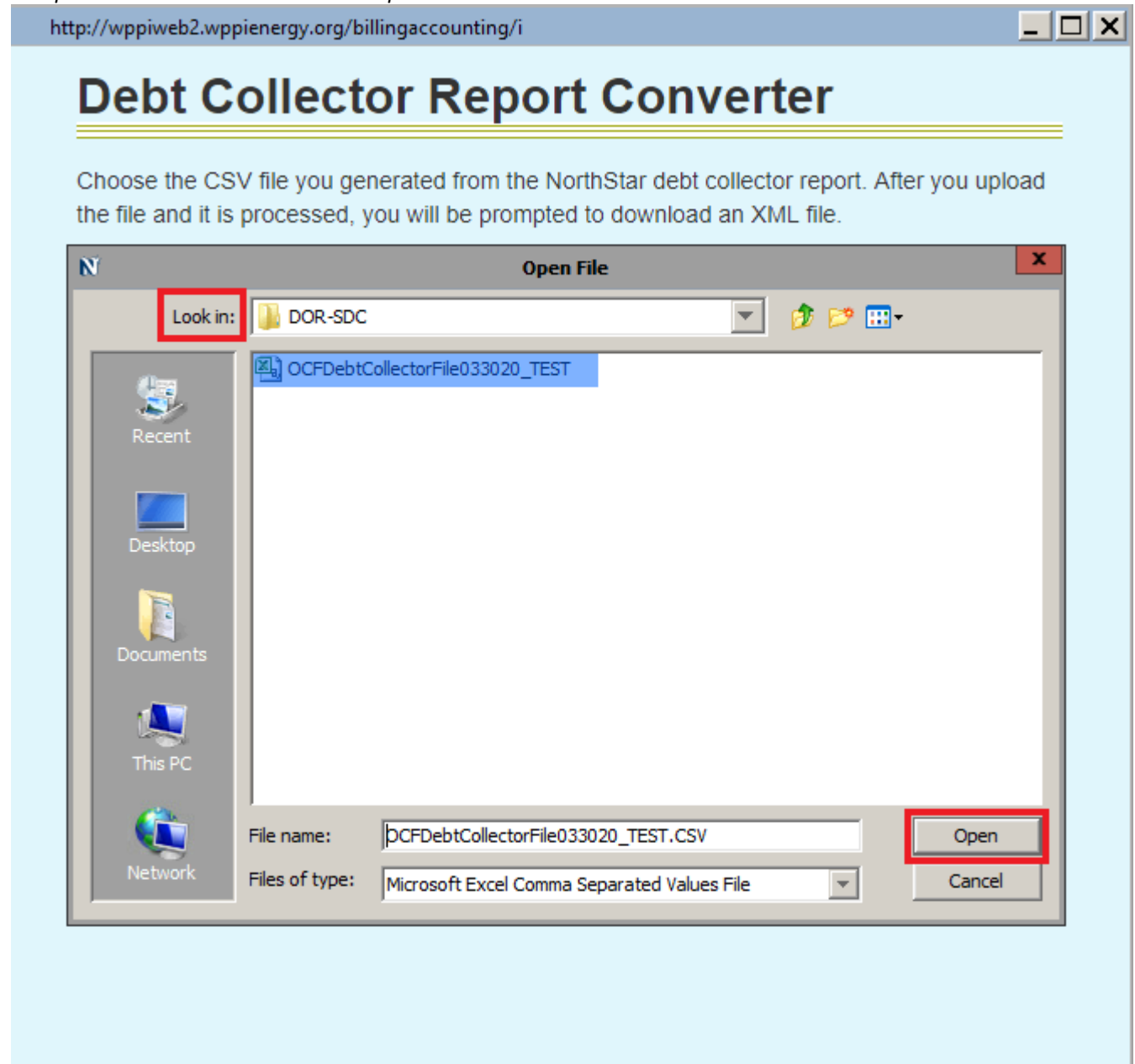
An **Open File** window appears.

Setups > Favorites > Debt Collector Report Converter

At **Look In**, navigate to the location of the saved debt collector file.

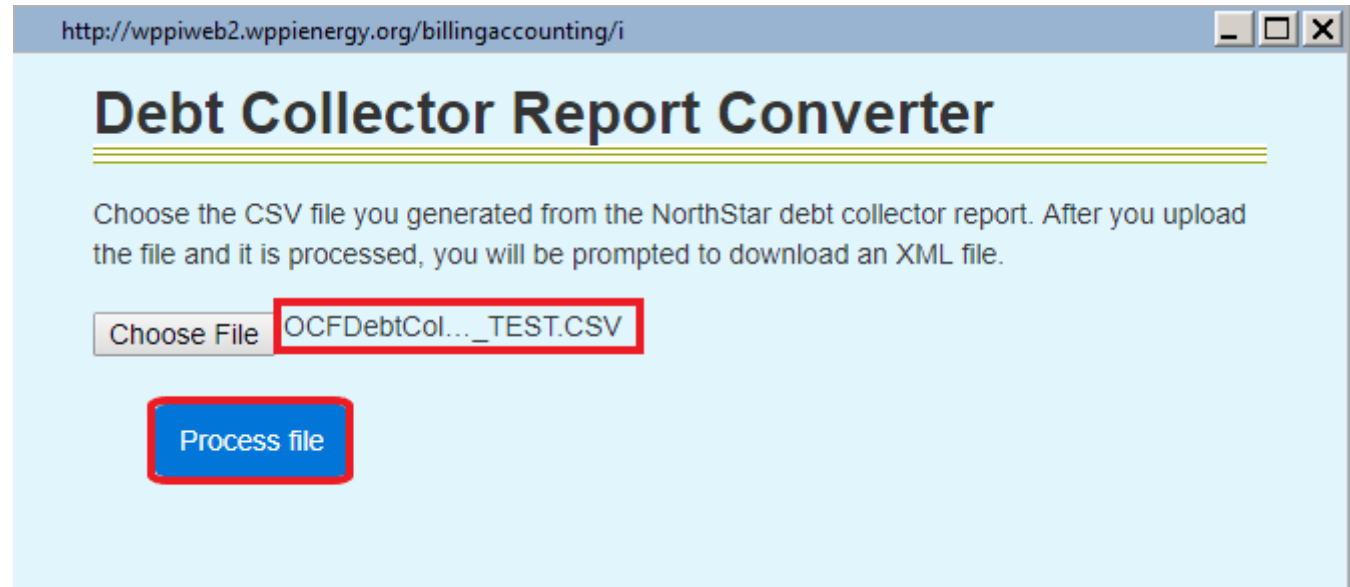
**Highlight** the saved file.

Click **Open** to load the file to the Report Converter.



The uploaded file name displays to the right of the 'Choose File' button.

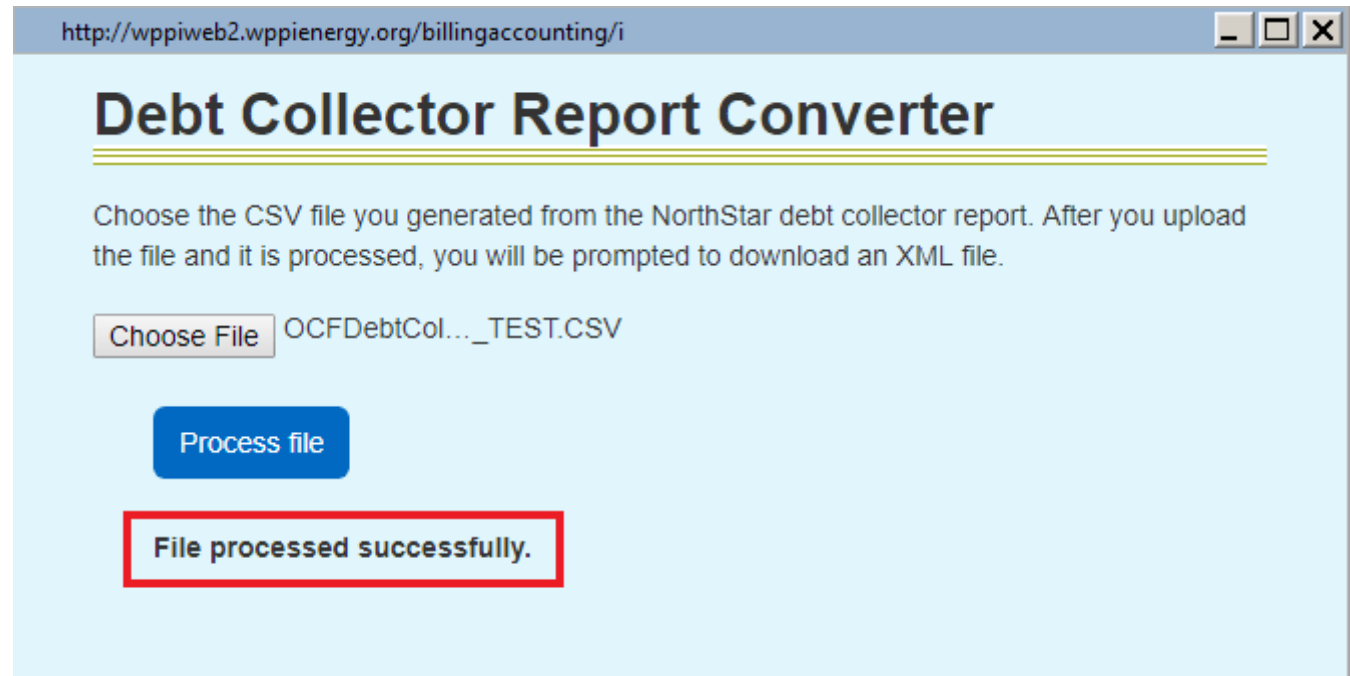
Click **Process File** to begin the conversion.



When the file conversion completes, one of two messages will appear below the Process File button in bold lettering.

*Message A:* **File Processed Successfully.**

If the file converted with no errors, **File Processed Successfully** briefly appears.



A **Save** pop-up window immediately follows.

At **Save In**, select the location/folder to store the file based on utility protocol.

*Note: Save to a sFTP if possible due to unencrypted Social Security Numbers and Driver's License Numbers. If not, save locally and delete the file after sending the file to the DOR.*

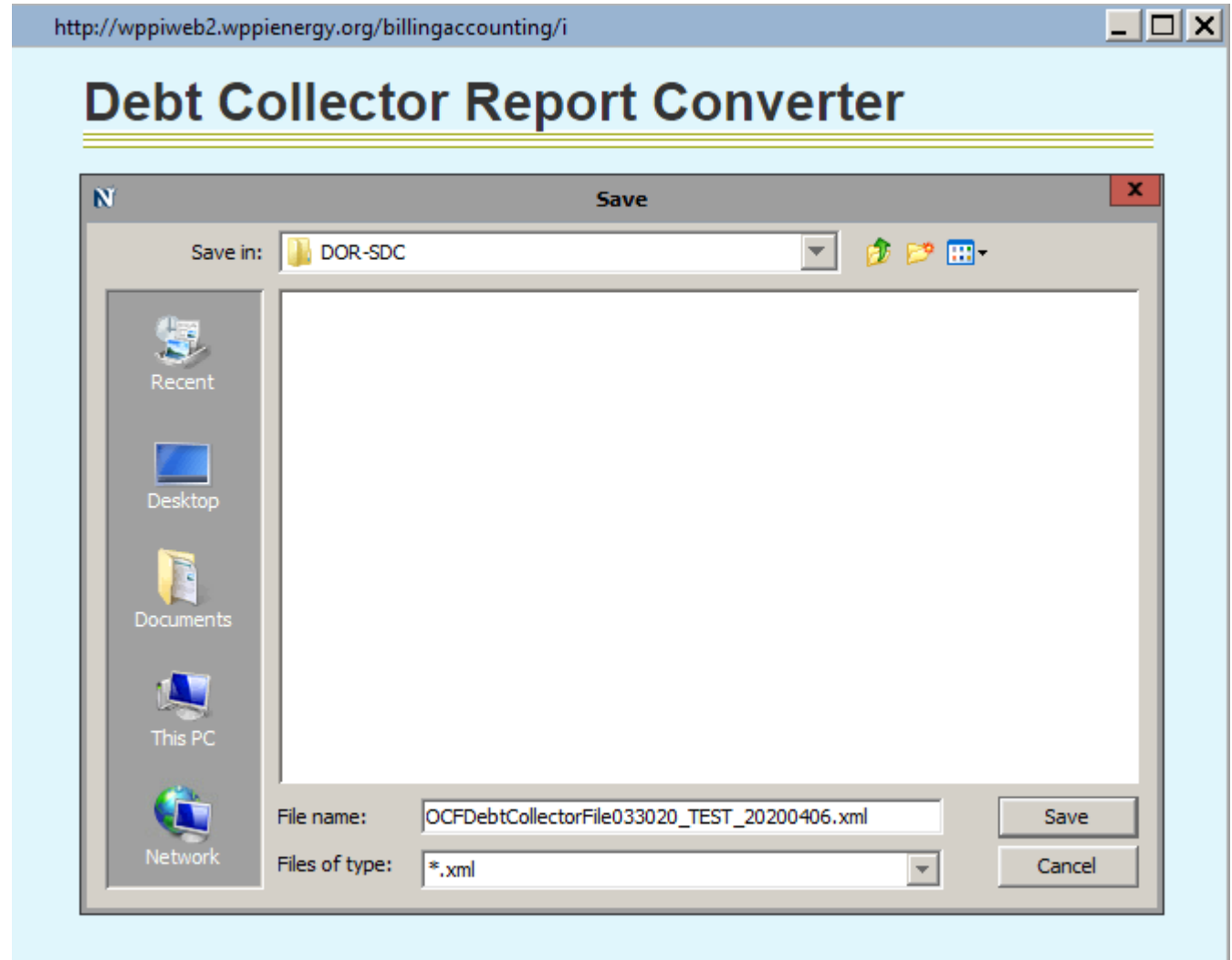
The **File name** field auto-populates using the original file name plus a date stamp at the end.

*In the example, the original file name was OCFDebtCollectorFile033020\_TEST*

*The new file name is added \_20200406.xml to the end of the original file name.*

Click **Save** to complete the file conversion process.

Continue to page 57 for uploading the .xml file to the SDC.



**Message B: An error occurred while processing file** (file name).

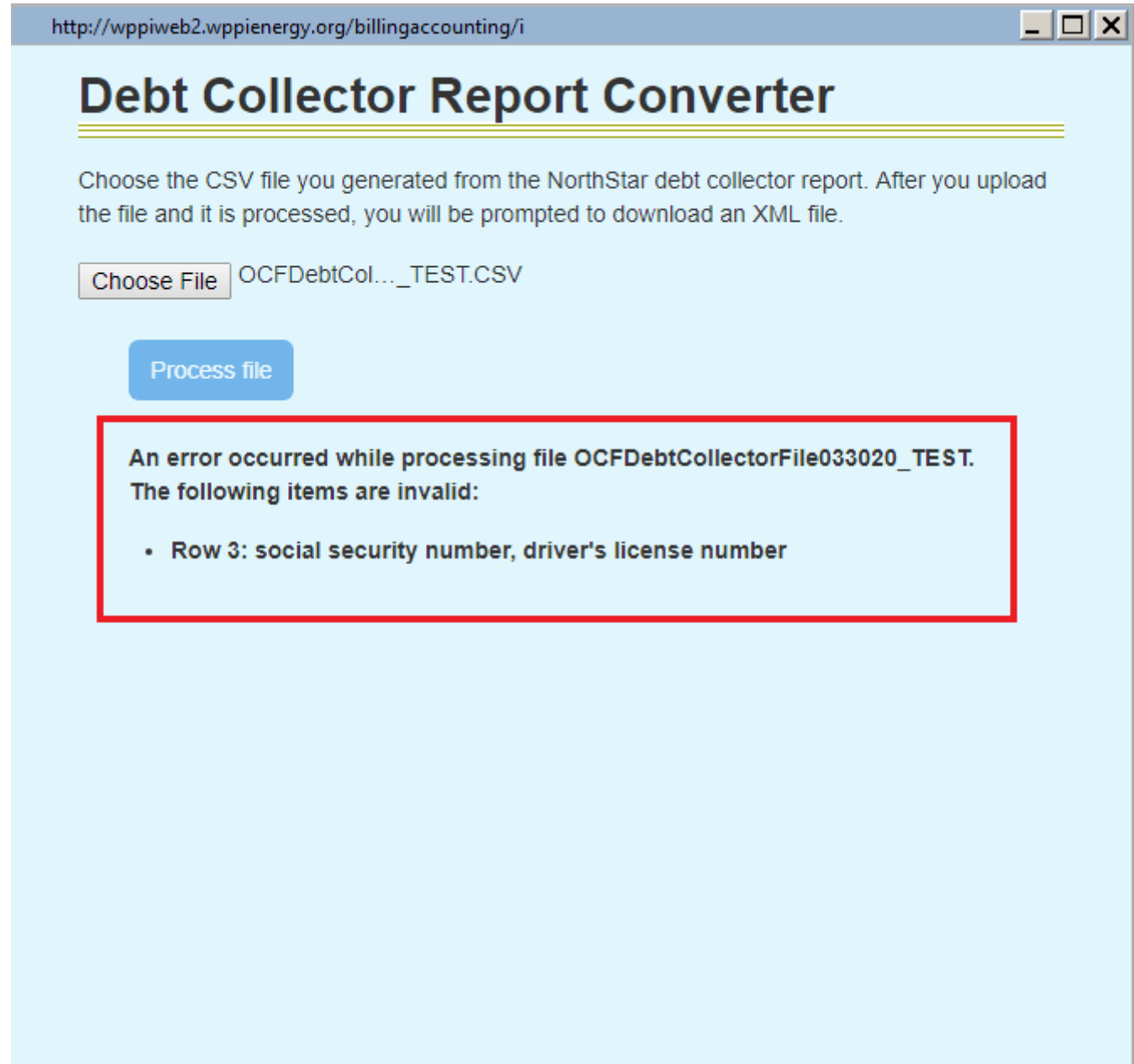
If the file has missing data or an incorrect format, an error message will appear below the Process File button.

Return to the .csv file and review the error(s) as well as compare the record(s) in NorthStar. Make the corrections if possible or submit a WSC ticket for assistance.

If the customer information is *not* available, preventing the file from converting, remove the offending record(s) from the .csv file. Resubmit the file for conversion.

Any offending records removed from the file will require following the utilities' original procedure for sending customer accounts to the SDC.

*In the example, an error occurred in Row 3. The record in this row contained both an empty social security number field and driver's license number field. Had one of the fields been present, the file would have processed successfully.*



The screenshot shows a web browser window with the URL <http://wppiweb2.wppienergy.org/billingaccounting/i>. The page title is "Debt Collector Report Converter". Below the title, there is a description: "Choose the CSV file you generated from the NorthStar debt collector report. After you upload the file and it is processed, you will be prompted to download an XML file." A "Choose File" button is present, and the selected file is "OCFDebtCol...\_TEST.CSV". A "Process file" button is also visible. A red-bordered box highlights an error message: "An error occurred while processing file OCFDebtCollectorFile033020\_TEST. The following items are invalid: Row 3: social security number, driver's license number".