

Loading Customers from a File



The customers can be loaded at the Service Provider Console application of Hydra via the *Bulk Actions Load Customers* menu. If you want to do this yourself, we recommend that you try it on a test instance of Hydra first.



Imported customers have the **Active** status.

Current accounts and customer accounts created during import use the division's default currency.

File format

- The file content format is CSV.
- UTF-8 encoding is used for text.
- No text separator (quotation marks around values) is used.
- Fields (columns) are separated by semicolons — ;
Field separators are not allowed in values. If a semicolon is required in values, another printable character can be used as a field separator.
- A header row with field names is recommended to simplify file verification by external tools, but is not required.



The header row with field names is not used during import (it can be omitted) — the order of the fields is crucial.



Mandatory fields are marked with a  icon.

Fields that can be left blank for simplicity are marked with a  icon.

Field descriptions for organizations

Number	Name	Description
1	 Organization full name	
2	 Organization short name	
3	 Legal form	Legal form code in Hydra: Master Data Reference Data Business entity types. For example: LLC, Inc., Corp.
4	 Tax ID	Taxpayer identification number.  The field is optional, but recommended: together with the short name (field #2) it is used to verify uniqueness during import.
5	 Tax registration reason code	Supplementary tax registration code used in some jurisdictions in addition to the Tax ID (field #4) — for example, to identify a branch office or a separate registration of the same legal entity. Leave blank if not used in your country.
6	 Registered office address	In the current version, organization addresses are not parsed and are stored as-is as <i>Non-standard address</i> entries of the respective purpose.
7	 Actual address	
8	 Postal address	
9	 Bank account number	Digits only — no # sign, spaces, or hyphens.  To link the account, bank details must be specified (fields #10 and, preferably, #11).  In Hydra, this is stored as a Current account linked to the bank.
10	 Bank	Name and SWIFT/BIC code of the bank where the bank account (field #9) is held.

11	★ Bank SWIFT code	🔔 If a bank with the specified SWIFT code, full name, or short name is not yet registered in Hydra, it will be created during import.
12	★ Phone number	Business contact phone number in E.164 format: digits only, with no spaces, hyphens, plus sign, or parentheses. For example: 15551234567.
13	★ Email address	Primary contact email address.
14	★ General Manager last name	If at least the last name is specified, an employee with the <i>General Manager</i> position will be added to the organization.
15	★ General Manager first name	
16	★ General Manager middle name	
17	★ Customer code	Unique short name that identifies the customer. It is the default login for the Customer Self-Care Portal and network services. 🔔 If the code is not specified, the organization short name (field #2) will be used as the customer code.
18	⚠ Customer group	Customer group code in Hydra: Master Data Groups Subject group type: <i>Customer</i>.
19	★ Customer account number	Unique billing account number for the customer. 🔔 If not specified, a number will be assigned by Hydra according to the auto-numbering rules for the specified customer group (field #18).
20	★ First service contract number	Unique service contract numbers and signature dates in DD.MM.YYYY format. 🔔 If a contract number is not specified, the contract is not created. If the signature date is not specified, the current date is used. Contracts are created in the In force status with an open validity period starting on the signature date. 🔔 If the customer group (field #18) has exactly one active basic contract in Hydra at the time of import, service contracts will be linked to it.
21	★ First service contract date	
22	★ Second service contract number	
23	★ Second service contract date	
24	★ Third service contract number	
25	★ Third service contract date	
26	★ Fourth service contract number	
27	★ Fourth service contract date	
28	★ Organization remark	Brief note on the customer's basic subject.
29	★ Customer remark	Brief note on the customer itself.

Sample file for organizations

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Name;ShortName;LegalFormCode;TaxId;TaxRegReason;RegisteredAddress;ActualAddress;PostalAddress;BankAccount;
BankName;BankSWIFTCode;PhoneNumber;Email;GeneralManagerLastName;GeneralManagerFirstName;
GeneralManagerMiddleName;CustomerCode;CustomerGroup;CustomerAccount;ContractNumber1;ContractDate1;
ContractNumber2;ContractDate2;ContractNumber3;ContractDate3;ContractNumber4;ContractDate4;OrganizationRemark;
CustomerRemark
Titanic Corporation;Titanic Corp;Corp.;123456789;;Hillsdale Town,Broadway St.,123,B1,5,206;;Los Angeles City,
Sunset Boulevard,456,, -1,,12$555;Riverton City,Oak Street,17,2,1,12,4532;4521789630;First National Bank;
VFNBUS33;;invoice@example.net;Smith;John;Robert;hound123;Corporate customers;123;123/C8;12.04.1970;123/C278;
07.04.1989;123/C141;12.08.2000;123/C159;30.08.2003;They may take our lives, but they'll never take our freedom!;
I'm the king of the world!
;Jurassic Park Inc;Inc.;;;;;;;;;;;;;;Corporate customers;;;;;;;;;;;
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Field descriptions for individuals

Number	Name	Description
1	⚠ Last name	
2	⚠ First name	
3	★ Middle name	
4	★ Legal form	Legal form code in Hydra: Master Data Reference Data Business entity types Subject type: <i>Individual</i> . For example: Sole Proprietor, Notary.
5	★ Tax ID	Taxpayer identification number. 👉 The field is optional, but is usually specified at least for entrepreneurs and notaries (field #4).
6	★ Citizenship	Country region code of the <i>Country</i> type in Hydra: Master Data Regions.
7	★ Date of birth	Date of birth in DD.MM.YYYY format.
8	★ Place of birth	
9	★ Document type	Identity document type in Hydra: Master Data Reference Data ID types. For example: Driving licence, Passport.
10	★ Document serial number	The value must match the template configured in Hydra for this ID type, if any.
11	★ Document number	The value must match the template configured in Hydra for this ID type, if any.
12	★ Document issue date	Identity document issue date in DD.MM.YYYY format.
13	★ Document issuing authority	Issuing authority.
14	★ Permanent residency address	Regular address of the respective purpose in the following format: <locality name>,<locality type>,<street name>,<street type>,<building>,<entrance>,<floor>,<apartment>. - Locality name. Region's code in Hydra registry of regions. For example: "San Francisco". - Full or short name of the type of locality. For example: "City", "Town", "Set." or "Settlement". ⚠ All variants must be configured in Hydra: Master Data Reference Data Region types. ★ If not specified, the <i>City</i> type is used by default. - Street name. Region's code in Hydra registry of regions. For example: "Line Wall". - Full or short name of the type of street. For example: "Street" or "St.", "Road" or "Rd.", "Square" or "Sq.". ⚠ All variants must be configured in Hydra: Master Data Reference Data Region types. ★ If not specified, the <i>Street</i> type is used by default. - Building can be represented in two ways: - Extended — Bldg. <house> Corpus <pavilion> Annex <structure> Ownership <property> 📘 Specify only the necessary details of the building, keeping respective abbreviated designations. For example: "Bldg. 25 Annex A". - Basic — only the house number (if it starts with a digit) or only the pavilion (if it starts with a letter). - Entrance number.

15	★ Actual address	7. Floor number, numeric value. 8. The number of the office, apartment or other premises. 👉 If some details are missing, leave only commas. If the address is not needed at all, leave the field blank.
16	★ Phone number	Mobile contact phone number in E.164 format: digits only, with no spaces, hyphens, plus sign, or parentheses. For example: 15554567890.
17	★ Email address	Primary contact email address.
18	★ Customer code	Unique short name that identifies the customer. It is the default login for the Customer Self-Care Portal and network services. 👉 If the code is not specified, it will be generated from the person's name (fields #1–3) according to the Format of individual's code configured for the division.
19	⚠ Customer group	Customer group code in Hydra: Master Data Groups Subject group type: Customer.
20	★ Customer account number	Unique billing account number for the customer. 👉 If not specified, a number will be assigned by Hydra according to the auto-numbering rules for the specified customer group (field #19).
21	★ First service contract number	Unique service contract numbers and signature dates in DD.MM.YYYY format. 👉 If a contract number is not specified, the contract is not created. If the signature date is not specified, the current date is used. Contracts are created in the In force status with an open validity period starting on the signature date. 👉 If the customer group (field #19) has exactly one active basic contract in Hydra at the time of import, service contracts will be linked to it.
22	★ First service contract date	
23	★ Second service contract number	
24	★ Second service contract date	
25	★ Third service contract number	
26	★ Third service contract date	
27	★ Fourth service contract number	
28	★ Fourth service contract date	
29	★ Person remark	Brief note on the customer's basic subject.
30	★ Customer remark	Brief note on the customer itself.

Sample file for individuals

LastName;FirstName;MiddleName;LegalFormCode;TaxId;Citizenship;BirthDate;BirthPlace;AuthDocType;AuthDocSerial;
 AuthDocNumber;AuthDocDate;AuthDocIssuingAuthority;PermanentResidencyAddress;ActualAddress;PhoneNumber;Email;
 CustomerCode;CustomerGroup;CustomerAccount;ContractNumber1;ContractDate1;ContractNumber2;ContractDate2;
 ContractNumber3;ContractDate3;ContractNumber4;ContractDate4;PersonRemark;CustomerRemark
 McFly;Marty;Seamus;;123456789;USA;12.04.1961;Hill Valley;Driving licence;D;9876543;23.08.1988;California DMV,
 Los Angeles Office;San Francisco,City,Market,Rd.,8,,2,5;;London,City,Baker,Street,221B,2,,;15554567890;;fulcrum;
 Individual customers;12345;12345/1;29.07.1951;12345/2;01.12.1960;12345/3;24.04.1967;12345/4;30.06.1971;Great
 Scott!;Just because you are a character doesn't mean you have character.
 Brown;Emmett;Lathrop;;;;;;;;;;;;;Doc;Employees;;;;;;;;;;;;;