

Do you have a list of people that need to be loaded into your Ascent360 platform? You will need to request a data load. Currently, clients are not able to upload lists themselves due to the hygiene, cleansing and matching process, but a **data load request** is easy. We'll go through the details below.

Shortcut to the **data load form** → **Updated Form** - <https://forms.office.com/r/YU4jBrDvvG>

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Turnaround time: Your data will be available in the CDP within 1-3 business days from when you provided the file and confirmed data mapping questions. Loads of 50,000+ records may take additional processing time.

Data load requests are for customer-level information only. If your file includes product registration, transaction, or lodging data, contact the Ascent360 Help Desk for additional support.

Note: If you need more information on transferring contact lists from your previous email provider, [click here](#).

Request Process

1. Review your file. Ensure any erroneous or empty data fields have been removed from the file.
2. Load your file to File Management in the CDP. See [Dropping and Picking Up Files with File Management](#)
3. Submit a data load request via our [data load request form](#). If you are having any issues email support@ascent360.com.

For data security purposes, please do not email files that contain Personally Identifiable Information (PII) to Ascent360. Please use the **File Management** feature in your Platform to transfer files.

Required Info

Here's an overview of what we need to get started on your load request:

- The **date** when this data was collected (such as individual creation date)
 - If present in the file, tell us what field/column to use
- The **contact permissions** associated with the file.
 - Is everyone in the file an explicit opt-in?

- Is there a column that has a value for email permission, such as Y or N?
- The desired **Source Name** and **Source Type** of this load.
 - Source Name - Must begin with a 2-digit numerical value that will represent the year(s) of collection. (i.e. - "21 Ski Show Signups" or "20-22 Bike Convention"). Using a specific name how or where the data was collected is highly recommended.
 - Source Type - A broader name that should be specific to where the data was gathered. (i.e. - "Car Shows" or "Conventions"). If you don't provide a Source Type, we'll use "Ad Hoc Data Load" as the value.
- Which **fields** to be included in the load.
 - Please de-clutter your file of unnecessary fields to the best of your ability.
 - If your file has 50 fields and you only need "first name", "email", "email permission", and "opt-in date", please indicate that in your request.
- The file name and location to ensure we pick up the correct one.