

SupportLink Submission File Specification

Finalized specifications for pipe-delimited files transmitted through SFTP

Document status	FINAL
Version	1.2
Last updated	September 4, 2026
File format	Pipe-delimited text file ()
Transmission method	Secure File Transfer Protocol (SFTP)

PIPE-DELIMITED SFTP SUBMISSION REQUIREMENTS

Header row	Use the exact 20 field names and field order shown on the Field Definitions worksheet.
Delimiter	Separate fields with one vertical bar (), with no spaces added before or after the bar.
Null values	Represent an allowed null as an empty field. A blank between populated fields is not allowed.
Record structure	Submit each record on one physical line. Pipe characters and line breaks are not allowed.
Text cleanup	Remove leading and trailing spaces. Use uppercase values where the field specification requires uppercase.
Identifiers	Treat submission IDs, telephone numbers, SSNs, and ZIP codes as text so leading zeros are not lost.
Dates	Submit BIRTH_DT as MM/DD/YYYY with a two-digit month, two-digit day, and four-digit year.
SFTP transmission	Upload the completed file to the designated SFTP server using authorized credentials.
Security	Limit file and credential access to authorized personnel and follow applicable policies.

*Use the Field Definitions worksheet as the authoritative pipe-delimited column specification. Reference *



orksheet.

the delimiter.

s appears as adjacent delimiters (||); do not submit NULL, N/A, or UNKNOWN.

not permitted within field values.

ecification requires them.

ading zeros are preserved.

d four-digit year.

edentials. Do not transmit the file by email or another unsecured channel.

retention and deletion requirements for files containing personally identifiable information.

/values contains the approved enumerated codes.