

FAQ - partner import

Sources

- Partner Guide — SFTP / CSV Import : [en-documentation-SFTP-access-partner](#) (EN) · [documentation-guide-sftp](#) (FR)
- CSV File Format — Partner Payment Terminal Import : [en-doc-format-csv-import-partners](#) (EN) · [fr-doc-format-csv-import-partenaires](#) (FR)
- How to Add SFTP Partner Access (interne) : [fr-documentation-accès-SFTP-partenaire](#)

CSV File Format

What are the required and optional fields in the import CSV?

The file must be **UTF-8 encoded**, use **comma (,)** as separator, and start with a **header row**.

Required fields:

Field	Type	Description	Example
mid	String	Unique terminal identifier (POS ID)	1234567890
country_code	String	ISO 3166-1 alpha-2 country code	FR , ES , BR
name	String	Establishment name (raison sociale)	Restaurant Le Gourmet

Conditionally required field:

Field	Type	Description	Example
subid	String	Sub-merchant ID — required for any terminal that has a sub-merchant identifier; leave empty if not applicable	SUB001

Optional fields (but strongly recommended where applicable):

Field	Type	Description	Example
acquirer_id	String	Acquirer identifier (payment processor)	123
company_registration_number	String	Company registration number (e.g. SIRET in	12345678901234

Field	Type	Description	Example
		France) — strongly recommended for meal voucher eligibility	
category_code	String	MCC — Merchant Category Code	5812 , 5814
naf	String	NAF code (French activity classification)	5610A , 4724Z
street	String	Street address (max. 255 characters)	50 Rue de la Paix
zip_code	String	Postal code	75001
city	String	City	Paris

Full field reference: [CSV File Format \(EN\)](#) · [CSV File Format \(FR\)](#)

Should I use category_code (MCC) or naf ?

You may fill **either or both**. The priority rule is:

- If **both** are provided, **category_code (MCC) takes priority** and `naf` is ignored.
- If you only have the MCC → use `category_code`.
- If you only have the NAF code → use `naf`.

There is no restricted list of accepted codes — **all MCC and NAF codes are accepted**.

See: [CSV File Format \(EN\)](#) · [CSV File Format \(FR\)](#)

When is subid required?

Provide `subid` **whenever the terminal has a sub-merchant identifier** (leave it empty only when your model does not use one). In situations where **one MID maps to multiple SIRETs** or multiple distinct sites under the same MID, each row must include a `subid` so every line identifies a unique terminal ↔ organisation mapping.

How should I handle a merchant with multiple terminals sharing the same MID?

Send **one row per MID**. If a single organisation has multiple terminals under the same MID, one row is sufficient. If your acquirer generates one MID per card scheme (e.g. one for

Mastercard, one for Visa), send **one row per MID** — meaning two rows per sub-merchant when both schemes are active.

Should I include the `cntr_agreement_number` field?

No. This field is **no longer required** and should be **removed** from your import file format.

When should I re-send a merchant's data?

Only re-send a merchant when one of the following fields changes:

1. `company_registration_number` (SIRET or equivalent)
2. `category_code` (MCC) or `naf`

These two fields directly affect eligibility calculation. Changes to other fields (name, address, zip code, city) **do not require a new submission**.

What is the expected CSV header and a valid example?

Header:

```
mid,country_code,name,acquirer_id,subid,company_registration_number,category_code,naf,street,zip_code,city
```

Example rows:

```
mid,acquirer_id,subid,company_registration_number,country_code,name,category_code,naf,street,zip_code,city
1234567890,21213,,123456789012,FR,Restaurant Le Gourmet,,5610A,50 Rue de la Paix,75001,Paris
9876543210,34532,SUB001,987654321012,FR,Boulangerie du Coin,,4724Z,12 Avenue des Champs,69000,Lyon
5555555555,,,,,BR,Padaria Central,5812,,Avenida Paulista 1000,01310-100,São Paulo
```

If a value contains a comma, wrap it in double quotes: `"Restaurant Le Gourmet, Paris"`

Does Swile validate the `company_registration_number` (SIRET) against official registries?

No. Validation is **strictly structural**: the system checks that the value is exactly **14 characters long**. There is no real-time cross-referencing against official company registries (e.g. INSEE) to verify that a SIRET belongs to a specific organisation. If a valid 14-digit string is submitted, it will be accepted.

It is your responsibility to ensure the SIRET is accurate before sending. A mismatched SIRET (valid format but belonging to a different organisation) will not be detected at import time and may lead to incorrect eligibility results.

Can I send a SIREN (9 digits) instead of a SIRET (14 digits)?

No. Only the **14-digit SIRET** is supported in the `company_registration_number` field. The 9-digit SIREN will be rejected by the structural validation. Please ensure all entries are full 14-character SIRETs.

If a merchant has CNTR and I send the correct SIRET, is it guaranteed to accept meal voucher payments?

Yes. If the provided SIRET matches a merchant that is **actively affiliated with the CNTR**, you can be **100% certain** that the organisation is authorised to accept meal voucher payments. There is no additional hidden logic on Swile's side that would prevent a transaction when both conditions are met:

1. The SIRET is **valid and correctly mapped** to the merchant.
 2. The merchant has an **active CNTR affiliation**.
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SFTP File Exchange

How often does Swile process uploaded files?

Swile checks the SFTP folder for new files **every day at 5:00 AM**. Files deposited before that time will be processed that same day.

Can I upload multiple files at once?

Yes. You can upload as many files as needed. They are processed **sequentially**. There is no need to wait for a previous file to complete before uploading a new one.

Is there a maximum file size or number of lines per CSV?

There is **no fixed maximum** (lines or file size) at this time. While this process is ramped up, Swile needs to **monitor load** on the pipeline.

Practical starting point (unless otherwise agreed with your Swile technical contact):

- **Up to 20,000 lines per file**
- **One file per day** (aligned with the daily SFTP pickup — see *How often does Swile process uploaded files?* above)

These guidelines may evolve as we gain operational feedback. For very large backlogs or a different upload rhythm, confirm with your Swile technical contact.

Is there a required naming convention for files?

No specific naming convention is required. Files must be in **.csv format**.

What happens to my file after processing?

Once processed, the **original file is deleted** from the SFTP folder. The results are deposited in the `feedback/` subfolder.

Where is the feedback file located and what is it named?

The feedback file is placed in the `feedback/` **subfolder** of your SFTP directory and named as follows:

```
feedback/YYYY-MM-DD_originalfilename.csv
```

Example: `feedback/2026-02-23_my_import_batch.csv`

Eligibility

What does Swile do when it processes my CSV file?

For each row, Swile runs an **eligibility calculation** and stores the result. The `company_registration_number` (e.g. SIRET) field is the key input for this calculation — it is optional in the schema but **strongly recommended** to ensure meal voucher eligibility can be assessed.

Feedback File

What does the feedback file contain?

The feedback file mirrors the structure of the import file and adds two columns per row:

Column	Description
<code>status</code>	success or error
<code>error_message</code>	Error details when <code>status</code> is error

See: [CSV File Format \(EN\)](#) · [CSV File Format \(FR\)](#)

Is there a pre-defined list of error codes/messages?

A list of actionable error messages is being finalised and will be shared with partners. Refer to the [CSV File Format \(EN\)](#) or [CSV File Format \(FR\)](#) for the most up-to-date version once published.

SFTP Access Setup

How do I get SFTP access?

1. **Generate an SSH key pair** (RSA 4096-bit) — see the step-by-step guide below.
2. **Send your public key** (`.pub` file) to your Swile technical contact by email.
3. Swile will provision your access and share the **host address**, **port (22)**, and **folder path**.
4. You will first receive access to a **staging environment** to validate your file format before production.

Staging host: `s-875630d58caa46d9b.server.transfer.eu-west-3.amazonaws.com`

Production host: `s-25ddff2fe0664134a.server.transfer.eu-west-3.amazonaws.com`

Full setup guide: [Partner Guide — SFTP / CSV Import \(EN\)](#) · [\(FR\)](#)

How do I generate my SSH key pair?

On macOS / Linux:

```
ssh-keygen -t rsa -b 4096 -C "your-email@yourcompany.com"
```

Keys are saved in `~/.ssh/`: `id_rsa` (private — never share) and `id_rsa.pub` (public — send to Swile).

On Windows (PowerShell):

```
ssh-keygen -t rsa -b 4096
```

Keys are saved in `C:\\\\Users\\\\YourName\\\\.ssh\\\\`.

⚠ Only share the `.pub` file. Never share the private key (`id_rsa`).

How do I connect using FileZilla?

1. Download [FileZilla Client](#).
2. Go to **File > Site Manager** → **New Site**.
3. Set the following:
 - **Protocol:** SFTP – SSH File Transfer Protocol
 - **Host:** staging — `s-875630d58caa46d9b.server.transfer.eu-west-3.amazonaws.com`; production — `s-25ddff2fe0664134a.server.transfer.eu-west-3.amazonaws.com`
 - **Port:** 22
 - **Logon Type:** Key file
 - **User:** (provided by Swile)
 - **Key file:** Browse to your private key file (`id_rsa`)
4. Click **Connect**.

Any SFTP-compatible client works (WinSCP, Cyberduck, Transmit).

I get a "Permission denied (publickey)" error — what should I do?

This usually means one of the following:

- You are not using the correct **private key**.

- Swile has not yet activated your access with the public key you sent.
- The **username** is incorrect.

Contact your Swile technical contact to verify your credentials.