

Enabling import feature on your Petfinder account

Please email help@petfinder.com to request an FTP account for the purposes of using import. Be sure to mention the name of the software package that you're using, or if you'll be creating your own CSV formatted data.

If any pets currently exist in your Petfinder account, you should also tell us how those listings should be treated prior to import being enabled. Can they be overwritten with the data you're sending to us, or should they be protected from deletion*?

*See "Be aware of how updates are treated"

Please note that all requests in this process must come from the group administrator or primary contact as listed on the Petfinder account. It can not come from a third party, even if that third party is a software vendor you are using to facilitate import.

Once you have your FTP account, note that your data file is uploaded into the /import folder. Your photos are uploaded into the /import/photos folder. You also have the option of providing photo URLs in the data, instead of uploading the photos to us. When requesting that we enable import, you would need to mention which you plan on doing.

Be aware of how updates are treated:

*The info below is important for organizations that already have pets in their Petfinder account.

If a pet (1) is currently in your Petfinder account and (2) has a "Pet ID" and (3) a pet matching that Pet ID is NOT in the new data file, it will be DELETED. The Pet ID is how import uniquely identifies a pet listing.

===Using the Pet ID field; pets you want to keep===

To manually add a pet listing to <https://pro.petfinder.com/> but not have import delete it, make sure it has nothing in the "Pet ID" field. Import can not update/modify/delete a pet on Petfinder if that listing has nothing in the "Pet ID" field.

How to manually prepare a CSV data file for Petfinder import.

This is the Petfinder Import Standard Template.

CSV records must be created with fields in the following order, surrounded by double-quotes, separated by a comma. This should actually be the very first “record” of your data file:

```
"ID","Internal","AnimalName","PrimaryBreed","SecondaryBreed","Sex","Size","Age","Desc","Type","Status","Shots","Altered","NoDogs","NoCats","NoKids","Housetrained","Declawed","specialNeeds","Mix","photo1","photo2","photo3"
```

Example:

```
"12345","internal info here","Splinter","Tabby","Tortoiseshell","F","M","Adult","Splinter is a great cat!","Cat","A","1","1","","","1","","1","",""
```

Use of any data other than that listed below, (including exact breed values) will cause import to fail.

The data file must be named with this format:

SHELTERID.csv (for example: NJ94.csv) The state abbreviation must be in all CAPS.

Field explanations:

ID = your own unique ID field; unique to each pet (required)

Internal = your own internal field; can be anything

AnimalName = anything (required)

PrimaryBreed = See "petfinder breed list.txt" for acceptable Primary Breed / Secondary Breed values. (required)

SecondaryBreed = See "petfinder breed list.txt" for acceptable Primary Breed / Secondary Breed values. Sex = M, F (required) __Size = S, M, L, XL (required) __Age = Baby, Young, Adult, Senior (required)

Desc = pet's description; use plain text. No ASCII or HTML. However, note that you can create a line break by using: `
`

Type = "Barnyard", "Bird", "Cat", "Dog", "Horse", "Pig", "Rabbit", "Scales, Fins & Other", "Small & Furry"

Status = A, H, X, P

(A = adoptable; H = hold; X = adopted; P = pending)

Shots = 1 or leave blank

Altered = 1 or leave blank

NoDogs = See "NoDogs,NoCats,NoKids" below

NoCats = See "NoDogs,NoCats,NoKids" below

NoKids = See "NoDogs,NoCats,NoKids" below

Housetrained = 1 or leave blank

Declawed = 1 or leave blank (*dogs can not be declawed*)

specialNeeds = 1 or leave blank

Mix = 1 or leave blank

NoDogs,NoCats,NoKids:

1/y/yes/t/true = Not a Good fit w/ dogs

1/y/yes/t/true = Not a Good fit w/ cats

1/y/yes/t/true = Not a Good fit w/ children

0/n/no/f/false = Good fit w/ dogs

0/n/no/f/false = Good fit w/ cats

0/n/no/f/false = Good fit w/ children

[nothing] = Unknown w/ dogs

[nothing] = Unknown w/ cats

[nothing] = Unknown w/ children

photo1 = name of the pet's 1st uploaded photo file

photo2 = name of the pet's 2nd uploaded photo file

photo3 = name of the pet's 3rd uploaded photo file

As an alternative, you can provide the photo URLs instead of uploading & referencing the uploaded file name.

Photos uploaded must be named the same as the ID field for the pet they represent (first field of a pet's data) with -1, -2, or -3 added. So for the example above the photos should be named: __12345-1.jpg, 12345- 2.jpg, and 12345-3.jpg

As a note: there are some fields available in the Petfinder admin area that import does not yet support. To name a few:

Arrival Date, Primary Color, Secondary Color, Coat Length, Birth Date, Animal Location, Animal Location Notes, Contact Person, Video, Primary Photo.

See **import breeds 2018.xlsx** for an acceptable list of animal & breed names. Animal & breed names must be typed exactly as seen in order for them to be accepted by our system.

How to create line breaks in pet descriptions

Our import system accepts some HTML Unicode.

To create line breaks (new line / paragraph / carriage return) in your pet descriptions, use this code:

`
`

Example:

This pet is available for adoption. `
`This is a new line. `
` `
`This is a new paragraph.