

UPLOADING TO LEADSONLINE

STRESS-FREE UPLOADING INFORMATION & INSTRUCTIONS FOR BUSINESSES

How do I upload using my existing store software?

There are three ways to send the file, which include:

1. LeadsOnline website: www.leadsonline.com
2. Secure Export Application
3. FTP

For a single store, the simplest way to upload the file is through our web site: www.leadsonline.com.

For multiple stores, either FTP or our Secure Export application may be used.

- When using either FTP or Secure Export, please carefully follow the file naming conventions so that we may properly identify the files when they arrive.

a. Uploading using the LeadsOnline website

1. Create the file or "police report" in your point of sale software. (If you have questions about how to do this, just call our Client Support Team toll-free at 800.286.5388.)
2. Save the file. Be sure to save to a location that you can easily find (i.e., floppy disk, CD, USB memory drive or your computer desktop).
3. Go to www.leadsonline.com and log in, using your user ID and password.
4. You'll automatically land on the "Upload Data" screen. Now select your store from the drop-down list.
5. Click on the "Browse" button and select the file/police report you created.
6. Click the "Upload" button. The file will be sent to us immediately.
7. You'll see a message that says, "File has been sent and is being processed." Voila! You're done!

b. Uploading using the Secure Export Application

- LeadsOnline has created an application for your convenience that must be run as a service under Windows 2000, Windows 2000 Server, Windows XP, Windows 2003 server, or Windows 2008 server. This service allows you to place files you wish to upload in a specified directory (configurable, but c:\in by default). If you place the files in this directory while you are online, they will be securely uploaded

to LeadsOnline within one minute (depending upon file size) and, if successful, then deleted from that directory.

- To install the service, use the link below and follow the instructions.
- <http://www.leadsonline.com/downloads/SecureExport.htm>
- You will download the self-extracting zip file to either your desktop or folder.
- Double-click on the zip file to extract the three installation files to a temporary directory.
- Double-click the extracted setup.exe file to install the service.
- Either start the service manually or re-boot your computer, which will automatically start the service.
- Once the service is installed and running, drop the files you wish to upload to the correct directory.
- *Important:* Name the files you are uploading carefully so we may identify them properly when they arrive. The file naming convention is defined below.

c. **Uploading using FTP**

- You may use any FTP client to upload through our secure FTP server at: <ftp.leadsonline.com>. If you are using Windows 2000, Windows XP, Windows Vista, or Windows 7, we can suggest a low cost FTP client that runs as a service on your server. Please note the following:
- FTP login ID and password are case-sensitive – use only lowercase
- Initially, your login ID and password for FTP transfers will be the same as your website login ID and password. If/when you change your website login ID and password, your FTP username and password will **not** change.
- If you wish, you may upload using a client that encrypts your transmissions using SSH. We currently do not support SSL FTP transmission.
- Please contact LeadsOnline Client Support (storesupport@leadsonline.com or 800.286.5388) when you are ready to transfer your first file via FTP
- For security reasons, you may not list files on our FTP site.

How should I name my file if I'm using the Secure Export Application or FTP?

The file should be named as follows:

<filetype>_<companyID>_<storeID>_<datestamp>_<timestamp>.<extension>

Example: f_0_1925_08_26_2004_142146.txt

The individual components are described below:

<filetype>

This signifies how the file is being uploaded. You have two choices:

“w” signifies Secure Export Application

“f” signifies FTP

<companyID>

Set this to '0'

<storeID>

Internal store number we assign your store. The above example sets 1925 as the <storeID>. Our support department will provide you the appropriate number for each of your stores.

<datestamp>

Date stamp from when you created the file. Format for datestamp: MM_DD_YYYY

<timestamp>

Time stamp from when you created the file. Format for timestamp: HHMMSS.

<extension>

Set to .txt.

One last thing...

Please let our Client Support Team know when you begin uploading by emailing storesupport@leadsonline.com, or calling us toll-free: 800.286.5388. We will monitor the first uploads and verify success for you.

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FREQUENTLY ASKED QUESTIONS ABOUT UPLOADING

How much is this going to cost me/my business?

Zero. Goose egg. Nada.

Services provided to businesses by LeadsOnline are free of charge.

Law enforcement pays an annual subscription to use the service.

What if I don't have the Internet on the *same computer* as my business software?

It's fairly common for businesses to use a different computer to upload their data.

Simply save your daily transactions to a disk, CD or USB memory drive. Then put the disk, CD or USB in the machine with Internet access, and send your file. Uploading takes only 30 seconds on average.

I have OLD software – will LeadsOnline still work for me?

Yes, indeed. You need only to be able to save a file of your transactions.

You'll be surprised just how flexible our Client Support Team is in working with whatever software you have in place, no matter how dusty or Day of the Dinosaur. We've seen it all, and promise not to make fun of you. ☺

How often should I send my data to LeadsOnline?

Most businesses prefer to upload once daily, as part of opening or closing procedures. It's easier to remember that way, and it takes only 30 seconds.

Do I need to install software on my computer to use LeadsOnline?

No – LeadsOnline is 100% browser-based, meaning it's accessible only via the Internet, and does not place any software of any kind on your machine. We don't like it when folks want to place 'random software' on our company machines (tends to cause problems, slow-downs, and general funk), so we don't put any on yours!

Who sees my data? Can other stores (my competitors) see it?

Only authorized law enforcement officials investigating crimes involving property may access data on the LeadsOnline system. This means that no one else – not the shop down the street, and not your momma – can see your company information. Period. And you can't see anyone else's data, either. You can only see the transactions you have sent us, and can do so via our convenient Store Monitor feature.

If we didn't cover your question, please email us: storesupport@leadsonline.com
or call toll-free 800.286.5388. No question is too small or out-of-the-ordinary.