FIELD KEY	DESCRIPTION	REQUIRED	CHARACTER LIMIT	WHAT VALUES SHOULD I ENTER INTO THIS FIELD?	EXAMPLE	WHERE DO THE VALUES DISPLAY?	WHAT HAPPENS IF I LEAVE THIS FIELD BLANK?	ADDITIONAL NOTES
employee_id	The user's employee ID.	No	NA	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	00123	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will return an error.	If your organization's employee IDs have leading zeros, make sure to set the column's format to "plain text." Alternatively, you can enter a single quotation mark before the employee ID (i.e. '00123). Either method should work to retain the leading zeros. Otherwise, they may be dropped.
email	The user's email address.	Yes	254	Enter a valid email address.	morgan.oconnor@acme.com	The value in this field will be visible throughout the Betterworks application and in reports.	This field can never be left blank. Doing so will always return an error.	NA
first_name	The user's legal first name.	Yes	150	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Morgan	The value in this field will be visible throughout the Betterworks application and in reports.	This field can never be left blank. Doing so will always return an error.	If there is a value in the preferred_name field, it will override the value in the first_name field (i.e. Morgan O'Connor will display as "Mo" O'Connor throughout the Betterworks application).
preferred_name	The user's preferred first name (nickname).	No	NA	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Mo	The value in this field will be visible throughout the Betterworks application and in reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will not return an error or clear the value. Only entering "bw_null" will clear the value.	If there is a value in the preferred_name field, it will override the value in the first_name field (i.e. Morgan O'Connor will display as "Mo" O'Connor throughout the Betterworks application).
last_name	The user's legal last name (surname).	Yes	150	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	O'Connor	The value in this field will be visible throughout the Betterworks application and in reports.	This field can never be left blank. Doing so will always return an error.	NA
department_name	The user's department (division).	No	140	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Stock & Inventory Management	The value in this field will be visible throughout the Betterworks application and in reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value.	If you enter a department name for a department that doesn't yet exist, it will be created automatically. Also, department names are case-sensitive. As such, entering a department name with a different letter case (i.e. Stock & Inventory Management vs. STOCK & INVENTORY MANAGEMENT) will create a duplicate department.
title	The user's job title.	No	NA	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Sr. Stock Clerk	The value in this field will be visible throughout the Betterworks application and in reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value.	NA
phone	The user's phone number.	No	NA	Enter a valid phone number with the country code (any format).	+15551234567	The value in this field will be visible throughout the Betterworks application and in reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value.	Enter a single quotation mark before the phone number (i.e. '+15555555555). Otherwise, your spreadsheet application may read the number as a formula due to the plus symbol.
hire_date	The the user's hire date (start date).	No	NA	Enter a date (MM/DD/YYYY format).	01/01/2019	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will not return an error or clear the value. Only entering "bw_null" will clear the value.	NA
deactivation_date	The user's deactivation date (termination date).	No	NA	Enter a date (MM/DD/YYYY format).	12/31/2024	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value and reactivate the user. Entering "bw_null" will also clear the value and reactivate the user.	Excluding users from the completed user data file will not deactivate them. Only providing a deactivation date will. Deactivation dates can be provided in advance. They will be stored for the future. Every hour, the Betterworks application runs a task that checks if there are any users scheduled for deactivation. If there are, those users are deactivated at midnight (in the organization's time zone) on that date. Once the date has passed, those users can be excluded from future completed files.
manager_id	The employee ID of the user's manager (supervisor).	No	NA	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	00456	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value. Entering "bw_null" will also clear the value.	Manager assignments have an impact on what the manager can view and take action on. Managers can view certain data about their direct reports through the Insights module, participate in conversations with their direct reports through the Conversations module, and request feedback on behalf of their direct reports through the Feedback module. Also, a user who is at the top of their organization (i.e. CEO, president, etc.) should not have a manager.
manager_email	The email address of the user's manager (supervisor).	No	254	Enter a valid email address.	avery.valentine@acme.com	The value in this field will be visible throughout the Betterworks application and in reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value. Entering "bw_null" will also clear the value.	Manager assignments have an impact on what the manager can view and take action on. Managers can view certain data about their direct reports through the Insights module, participate in conversations with their direct reports through the Conversations module, and request feedback on behalf of their direct reports through the Feedback module. Also, a user who is at the top of their organization (i.e. CEO, president, etc.) should not have a manager.
location	The user's location.	No	NA	Enter ASCII and/or UTF-8 characters. This includes letters, numbers, and various symbols.	Illinois, US	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value.	NA
locale	The language that the user is most comfortable reading.	No	NA	Enter one of the following values: • cs = Czech • de = German • da = Danish • en = English • en_GB = English (United Kingdom) • es = Spanish • es_AR = Spanish (Argentina) • fr = French • fr-CA = French (Canada) • hi = Hindi • hr = Croatian • hu = Hungarian • it = Italian • ja = Japanese • ko = Korean • nl = Dutch • no = Norwegian • pl_PL = Polish (Poland) • pt_BR = Portuguese (Brazil) • ro = Romanian • ru = Russian • sk = Slovak • sv = Swedish • th = Thai • tr = Turkish • vi = Vietnamese • zh_Hans = Chinese (Simplified Han) • zh_Hant = Chinese (Traditional Han)	en	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. By default, the Betterworks application will use the language selected at the organization level. However, once a value has been entered, leaving this field blank will not return an error or clear the value. Only entering "bw_null" will clear the value.	The Betterworks application will be translated into the language associated with the value provided.
on_leave	Wheather or not the user is on leave.	No	NA	Enter the one of the following values: • true • false	false	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value. The Betterworks application will then read the blank field as "true".	Users who are on leave will still be included in scheduled conversations and/or scheduled feedback cycles unless cycle participation is based on a department, group or participant file that the user is excluded from.
matrix_manager	The leader who the user reports during a project, but who is not their manager.	No	254	Enter a valid email address.	richard.jarvis@acme.com	The value in this field will only be visible in the Admin module and in some reports.	You do not need to enter a value in this field. However, once a value has been provided to the Betterworks application, leaving this field blank will clear the value.	NA