



ARCOS IQ Active Customer File Format

Active Customer File Format Guideline:

1. Please open the “active_customer_MMYT_template.csv.”

| A | B | C | D | E | F |
|-----------------|------------------------|------------------|-------------------|--------------------|------------------|
| Subscriber Name | Retail Buyer Name | Retail Buyer DEA | Retail Buyer City | Retail Buyer State | Retail Buyer Zip |
| Demo | RYE BEACH PHARMACY INC | AR1868845 | RYE | NY | 10580 |
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2. Use the sample data as a guide but replace it with actual active customer data from your company. Include only active customers.
 - a. Subscriber Name: ARCOS IQ customer company name
 - b. Retail Buyer Name: Full retail buyer name as listed in ARCOS
 - c. Retail Buyer DEA: DEA number as listed in ARCOS
 - d. Retail Buyer City: Full city name
 - e. Retail Buyer State: Two-letter state abbreviation (e.g. NY, CA)
 - f. Retail Buyer Zip: 5-digit ZIP code
3. Save the file using the following format:

active_customer_MMYT.csv (e.g., active_customer_0724.csv)

 Make sure the date format is correct, or the file will not load properly.

4. Follow the steps in the “ARCOS IQ Active Customer Upload Guide” to upload the completed file.

ARCOS IQ Active Customer Upload Guide

Instructions to Upload the Active Customer File to AWS:

1. Navigate to the same AWS link you used previously for uploading retail_buyer_stat data:

Sign in

☐ Root user

Account owner that performs tasks requiring unrestricted access. [Learn more](#)

☒ IAM user

User within an account that performs daily tasks. [Learn more](#)

Account ID (12 digits) or account alias

Next

2. Click IAM User and Enter the Account ID [315603563881](#)
3. Enter the credentials sent via email during onboarding

| Objects (7) | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------|-----------------------------------------|----------|---------------|--|
| Objects are the fundamental entities stored in Amazon S3. You can use Amazon S3 inventory to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. Learn more | | | | | | |
| Find objects by prefix | | | | | | |
| Show versions | | | | | | |
| <input type="checkbox"/> | Name | Type | Last modified | Size | Storage class | |
| <input type="checkbox"/> | load_customer_list/ | Folder | - | - | - | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0224_0724.txt | txt | December 30, 2024, 14:21:08 (UTC-05:00) | 501.9 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0424_0924.txt | txt | December 30, 2024, 14:37:29 (UTC-05:00) | 500.3 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0524_1024.txt | txt | January 21, 2025, 19:42:23 (UTC-05:00) | 501.6 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0624_1124.txt | txt | January 10, 2025, 14:25:03 (UTC-05:00) | 500.1 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0724_1224.txt | txt | February 4, 2025, 14:21:00 (UTC-05:00) | 501.0 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0824_0125.txt | txt | March 13, 2025, 11:08:14 (UTC-04:00) | 502.7 MB | Standard | |

5. Click on the folder named “load_customer_list” (see screenshot above for reference)

6. Click the “Upload” button in the top right corner
7. Click “Add Files” and select the completed file from your computer
8. Save the file using the following format:

active_customer_MMY.csv (e.g., active_customer_0724.csv)

 Make sure the date format is correct, or the file will not load properly.

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File Upload Convention:

File Format:

active_customer + “_” + Starting Date + “.” + csv

Starting Date: MMY

i.e.) active_customer_0724.csv

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7. Click “Upload”
8. After uploading the file, follow the “ARCOS IQ Retail Buyer Data Upload Guide” to complete the retail buyer data upload process

ARCOS IQ Retail Buyer Data Upload Guide

Instructions to Upload the Retail Buyer File to AWS:

1. Please use the link provided to access AWS and upload the retail_buyer_stat data:

Sign in

☐ **Root user**

Account owner that performs tasks requiring unrestricted access. [Learn more](#)

☒ **IAM user**

User within an account that performs daily tasks. [Learn more](#)

Account ID (12 digits) or account alias

Next


4. Click IAM User and Enter the Account ID [315603563881](#)
5. Enter the credentials sent via email during onboarding
6. Click the “Upload” button in the top right corner

| Objects (7) | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------|-----------------------------------------|----------|---------------|--|
| Objects are the fundamental entities stored in Amazon S3. You can use Amazon S3 inventory to get a list of all objects in your bucket. For others to access your objects, you'll need to explicitly grant them permissions. Learn more | | | | | | |
| Find objects by prefix | | | | | | |
| Show versions | | | | | | |
| <input type="checkbox"/> | Name | Type | Last modified | Size | Storage class | |
| <input type="checkbox"/> | load_customer_list/ | Folder | - | - | - | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0224_0724.txt | txt | December 30, 2024, 14:21:08 (UTC-05:00) | 501.9 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0424_0924.txt | txt | December 30, 2024, 14:37:29 (UTC-05:00) | 500.3 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0524_1024.txt | txt | January 21, 2025, 19:42:23 (UTC-05:00) | 501.6 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0624_1124.txt | txt | January 10, 2025, 14:25:03 (UTC-05:00) | 500.1 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0724_1224.txt | txt | February 4, 2025, 14:21:00 (UTC-05:00) | 501.0 MB | Standard | |
| <input type="checkbox"/> | retail_buyer_stat_datafile_0824_0125.txt | txt | March 13, 2025, 11:08:14 (UTC-04:00) | 502.7 MB | Standard | |

4. Click “Add Files” and select the completed file from your computer
5. Save the file using the following format:

retail_buyer_stat_datafile_MMY_MMY.txt

- First date = Start date (MMYY)
- Second date = End date (MMYY)
- Example: retail_buyer_stat_datafile_0224_0724.txt

 If the filename format is incorrect, the data will not load.

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File Upload Convention:

File Format:

File Name + “_” + Starting Date + “_” + End Date + “.” + txt

File Name: retail_buyer_stat_datafile

Starting Date: MMYY

End Date: MMYY

i.e.) retail_buyer_stat_datafile_0324_0824.txt

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9. Click “Upload” to submit the file
10. After the upload, please wait 8-10 minutes before logging into the Looker dashboard.
11. Log into your Production Looker Dashboard

[ARCOS IQ Dashboard](#)

12. If the new date range is not loaded after 2 minutes, click “Clear cache and refresh.”
The new data file should be loaded afterward.
13. If you still can’t locate the new date range in the “File Date Range” filter, please contact support@cssolutionsusa.com for assistance or any additional questions.