

FTP/SFTP Labor File Transfer to External Server

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Initiate FTP file out of Teamwork

Teamwork allows you to transfer labor files via FTP or SFTP to a designated external server. The files follow one of five standard formats and are not intended to replace a payroll export file. **Tip data cannot be sent at this time.**

FTP files are sent daily for seamless data integration and a lookback period of up to 21 days can be set to capture retroactive changes to timecards and roles. At this time, labor data can only be transferred to one external server, not multiple.

Key Features

- Secure FTP and SFTP transfer options
- Automatic daily file transfers at designated time
- Five predefined file format templates
- Secure authentication via FTP credentials
- Optional directory specification for organized file placement
- One file is sent per paygroup with a corresponding paygroup ID

Setup Requirements


To enable FTP labor file transfers, work with your IT administrator to gather the following information:

1. **Protocol Type** – Choose between FTP or SFTP for secure transmission.
2. **Server URL** – The address of your external server.
3. **FTP User and Password** – Credentials for authentication.
4. **Directory (if applicable)** – Specify a target folder if needed.

File Format Options

You can select from five standardized file formats to ensure consistency and compatibility with your system. Custom file formatting is not available at this time.

Here is a breakdown of the labor Export types:

1. **CTUIT** – Formatted to work with CTUIT Software
2. **Restaurant365** – Series of 4 files per paygroup formatted to work with R365
3. **Mirus** – Formatted to work with Mirus
4. **Scheduled Hours Teamwork FTP Template - Template_Scheduled Hours.csv** 

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Location ID	Location GL	Location Name	Schedule ID	Schedule Name	Business Date	Employee Payroll ID	Employee Last name	Employee First name	Role ID	Role Name	Dept ID	Dept Name	Scheduled Start Time	Scheduled End Time	Hours Scheduled	Hourly Rate
2	INT		STRING	INT	STRING	DATE	INT	STRING	STRING	INT	STRING	INT	STRING	DATETIME	DATETIME	2 decimals of accuracy	2 decimals of accuracy
3	1294572		Bishop Ranch - Left Bank BQH		Bishop Ranch-Left Bank BQH-MM(DO)YYYY	8790		Almiba	Fernanda	825	Cook	BOH	189977	MM/DD/YYYY hh:mm:ss AM/PM	MM/DD/YYYY hh:mm:ss AM/PM	7	18

5. Worked Hours (General Template) Teamwork FTP Template – General Template_Worked Hours.csv

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Location ID	Location GL Code	Location Name	Schedule ID	Schedule Name	Business Date	Employee Payroll ID	Employee Last name	Employee First name	Role ID	Role Name	Dept ID	Dept Name	Punch In Time	Punch Out Time	Hours Worked	Hourly Rate
2	INT		STRING	INT	STRING	DATE	INT	STRING	STRING	INT	STRING	INT	STRING	DATETIME	DATETIME	2 decimals of accuracy	2 decimals of accuracy

How to Get Started

Teamwork users permissioned as Full Admin can configure FTP file transfer directly into the software by going to **Gearwheel > General Settings > Labor Analytics**.

Labor Analytics Export

Labor Export Type: Frequency:

Run SpotOn Teamwork Custom Reports (Reports Page), send as FTP:

Labor: Information: Timezone:

URL (ie connect.restaurant365.net):

FTPUser: FTPPassword:

Directory (ie POSExports): Days Back of Data: Days Forward of Data:

Use Top GL Code Include Payroll Group Name in CSV Include Salary Employees

1. Gather your server and authentication details outlined in this article.
2. Select your preferred file format.
3. Verify the connection buy using 'Test FTP Connection'
4. Click 'Send Files Now' and test the first file transfer. File send can take up to 20 minutes.
5. Enjoy automated daily file transfers!

Troubleshooting

If you encounter issues with the FTP labor file transfer process, try the following troubleshooting steps:

1. **Check Credentials:** Ensure that the FTP username and password are correct. Incorrect credentials will prevent a successful transfer.
2. **Verify Server URL:** Double-check that the server URL is entered correctly. If the server is unreachable, transfers will fail.
3. **Confirm Directory Path:** If you specified a directory for file placement, ensure it exists and that the FTP user has the proper permissions to write to that folder.
4. **Test FTP Connection:** Use an FTP client to test the connection to the external server. This will help verify that the server is accessible and accepting connections.
5. **Inspect Transfer Logs:** Check for any error messages in the transfer logs within Teamwork (below where credentials are entered). These logs can provide insight into what may be causing the failure and verify if the file is sent from our side.
6. **Firewall and Network Issues:** Verify that any firewalls or network restrictions are not blocking the FTP/SFTP connection between Teamwork and the external server, sometimes our IP addresses must be whitelisted.
7. **Contact Support:** If the issue persists, reach out to Teamworksupport@spoton.com for assistance with resolving the problem.