Import Balance Write Off

Last Modified on 01/28/2025 9:44 am PST

Pathway: Database > Import > Import Balance Write Off

The following article captures the requirements of importing balance write offs for an account.

This process **cannot be undone.** Before proceeding with the import, ensure the accounts in the file are accurate.

REPORTS			IMPORT BALAN	CE WRITE OFF	? 😣
(d) DASHBOARD			SELECT FILE	Select File	BROWSE
SETUP					
DATABASE	Bulk Update			IMPORT	
	Database Query				
	Import 🕨	Import Account/Site Info			
	Import Mapping	Import Account Notes			
	Merge Sites	Import Balance Write Off			
	Notification History and Block List	Import Site Notes			
	Recalculate Dashboard Data	Import Credit Card Accounts			
	ReCollect Data Export	Import Fuel Record			
	Request Audit	Import Manual Charges			
	Send Alert Notification	Import Matrex Scale Tickets			
	Send Bulk Customer Portal Invites	Import Paycom Payroll Import			
	Send Bulk Emails	Import Services			
	User Data Transfer	Import User			

Required Permissions

The following permissions are required to access Import Account Notes and Import Site Notes:

Permission ID	Permission Name
473	Import Balance Write Off

File Format Requirements:

• CSV

Reason Code ID

Pathway: Setup > System > Reason Code

Refer to your system's reason code ID to ensure your import file is properly configured and to avoid import failures. The ID in the file must match exactly; otherwise, the account write-off will not process.

REASON CODE SET	UP					
ТУРЕ	Invoice Adjustment	Ŧ				
туре 🕇	LINE OF BUSINESS	REASON CODE 🕇	EDIT REASON CODE		?	8
			ТҮРЕ	Invoice Adjustment		
Invoice Adjust		BALWRT_OFF		WRITE OFF		
Invoice Adjust	Roll Off	COURTESY	עו	WKITE_OFF		
Invoice Adjust		DAMAGE	NAME	Write Off		
Invoice Adjust		INV_PRICE				
Invoice Adjust		TAX_CREDIT	EXTERNAL ID			
Invoice Adjust		WRITE_OFF	GL ACCOUNT	Service Income:Credits	~	
			ACTIVE	Yes	~	

Column Header File Requirements

To import a file successfully, it must contain the following three columns in the order shown in the example below. Column headers must be placed in the first row.

	А	В	С
1	Account ID	Reason Code ID	Note
2			
3			

After Import is Complete

Review the Returned File

After the import is complete, the system notifies the initiating user with a blue popup notification and a confirmation popup to review the results. The returned file includes additional "Message" and "Status" columns that indicate which account write-offs were successfully imported and highlight any failures along with their respective error reasons.

	A	В	С	D	E
1	Account ID	Note	Reason Code ID	Message	Status
2	49232	This is a balance write off note that was imported	Write_Off		Success
3	23459	This is a balance write off note that was imported	Write off	Reason Code not found for # Write off	Failure
4	49279	This is a balance write off note that was imported	Write_Off		Success
5					
6					
7					
8					
9					
10					
11					
12					
40					

Review Accounts/Site

Accounts with a successful balance write-off will display the write-off adjustment in AR History when the "Limit to Open Items" box is unchecked. Hovering over the message icon will reveal the name of the user who imported the balance write-off file and the note included in the file.

AR HISTO	DRY										<u>. 1 60 6 1 11 11 6</u>		?	8
c	URRENT	1-30 DAYS		31-60 DAYS		61-90	DAYS		91-120 DAYS	120+	DAYS		TOTAL	
	0.00	0.00		0.00		0.	00		0.00	0	00		0.00	
🔲 Limit	to open items	STATEMENT •	INVOICE	AUTO APPLY	BALANCE	WRITE OFF		V	NALLET (0)		Sear	ch	Q (2)	C
DATE 🔶	DUE DATE PER	SIDD SITE ID		TYPE			REFERENCE NO		AMOUNT	APPLIED AMOUN	BA	LANCE	RUNNIN	IG SUM
01/28/25	20	25-01		Balance Wr	ite Off - Ac	ljustment	Balance Write	e Off	(83.18)	83.18				0.00
01/21/25	02/20/25 20	25-01		Invoice			910372		83.18	(83.18)				83.18
				Write Off	- Aliena So	mers - This i	s a balance wri	te off n	ote that was im	ported				