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.
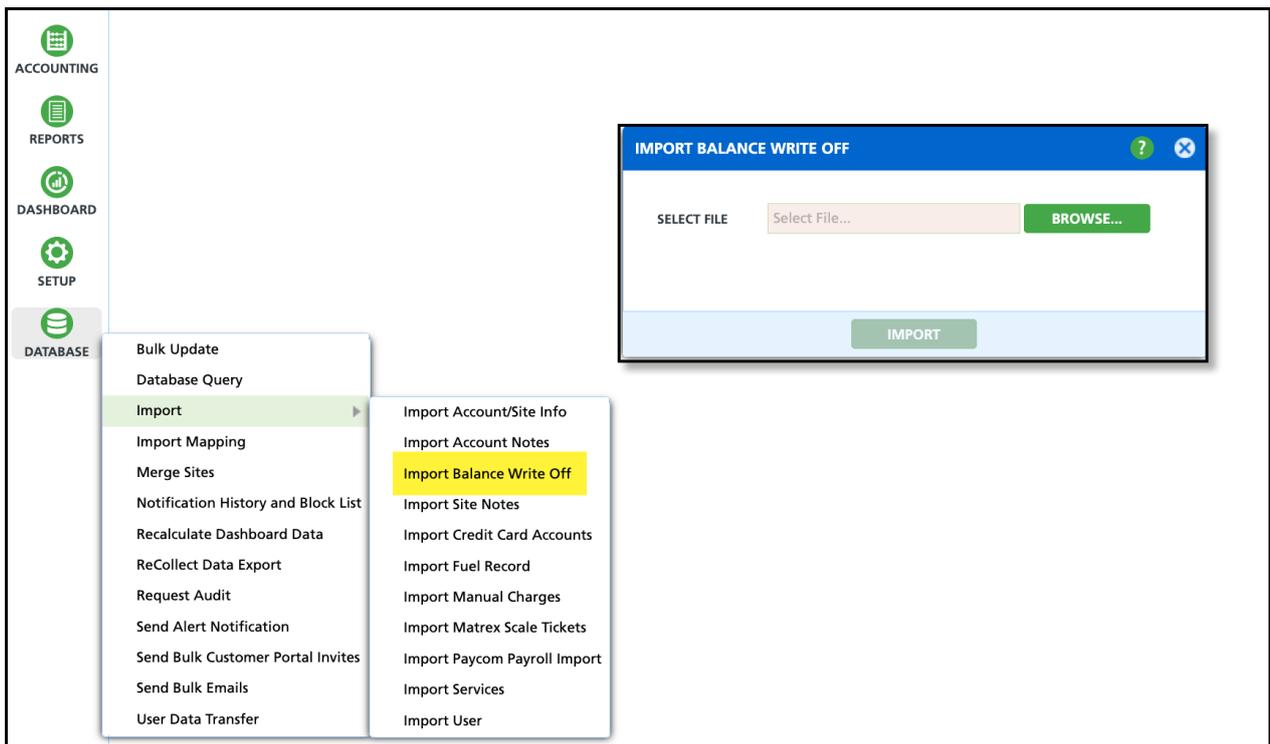
Required Permissions

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.
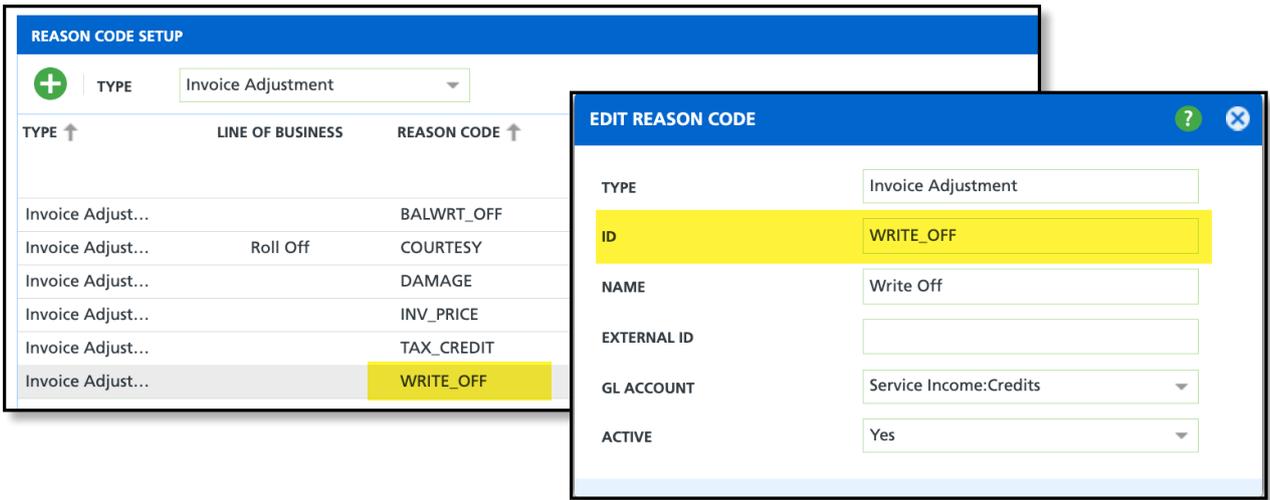
Column Header File Requirements

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.

	A	B	C
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.

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 HISTORY

	CURRENT	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**   **WALLET (0)**   [xls] Search 🔍 ⊗ ↻

DATE ↓	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
01/28/25		2025-01		💬 Balance Write Off - Adjustment	Balance Write Off	(83.18)	83.18		0.00
01/21/25	02/20/25	2025-01		Invoice	910372	83.18	(83.18)		83.18

Write Off - Aliena Somers - This is a balance write off note that was imported