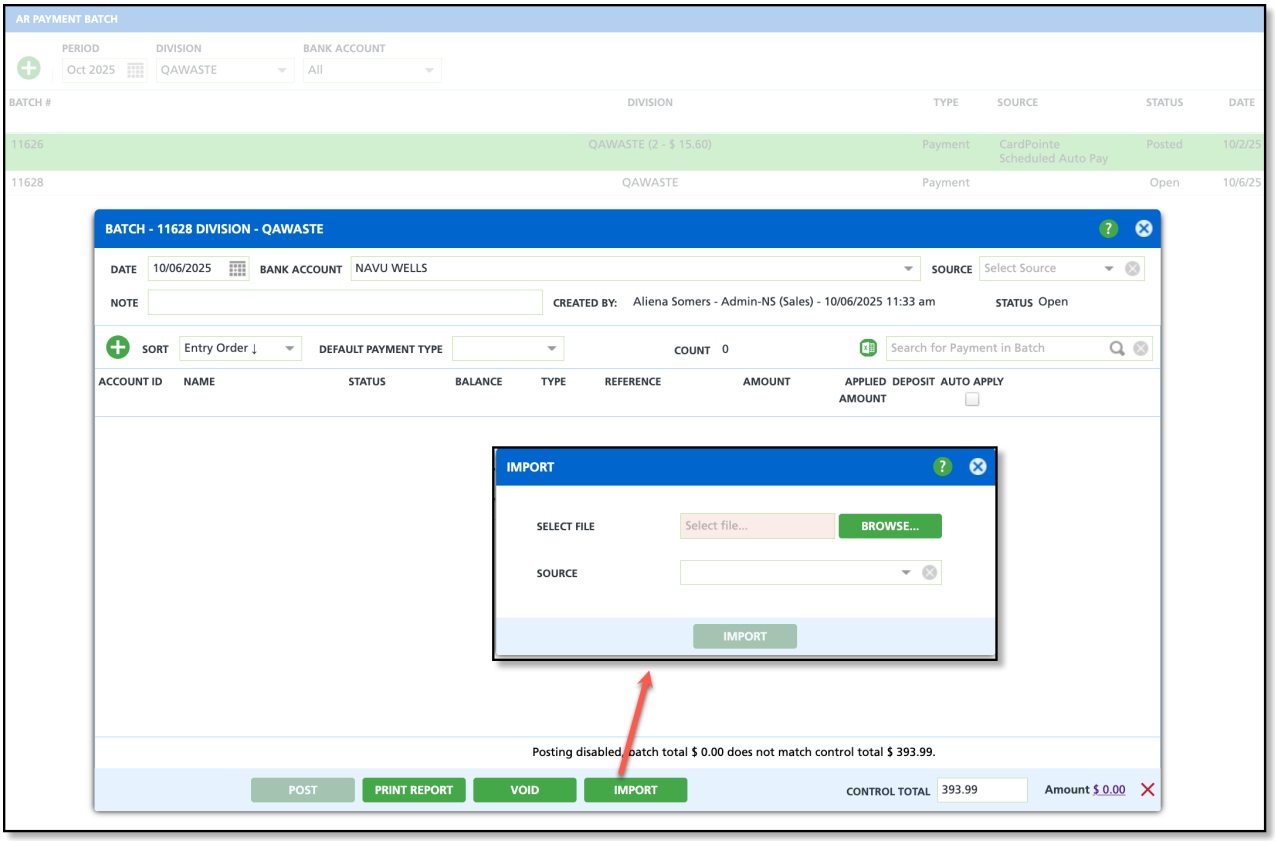
Lockbox Payment Import Formats

Last Modified on 10/29/2026 1:37 pm PDT

Pathway: *Accounting > AR Payment Batch*

The Lockbox Import Formats are used to import payment information into the **AR Payment Batch** tool. Before importing, the division must be configured with the import format integration in Division Setup and an AR Payment Batch must be created. Once the batch is ready, the import file can be uploaded using the**Import** feature available within the batch. Review the **Setup** section and **File Format Requirements** below before running the import to ensure the file is properly configured and the data imports successfully.



Setup

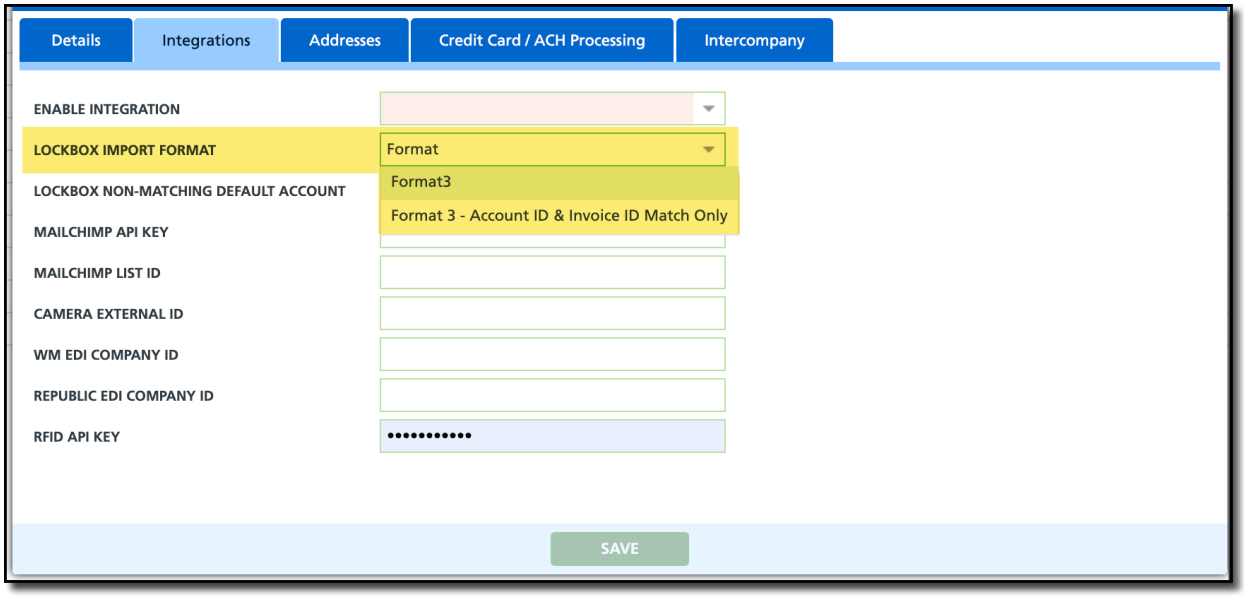
Pathway: *Setup > System > Division*

In Division Setup, the **Lockbox Import Format** setting in the Division's **Integrations** tab must be set.

There are two formats available in Navusoft:

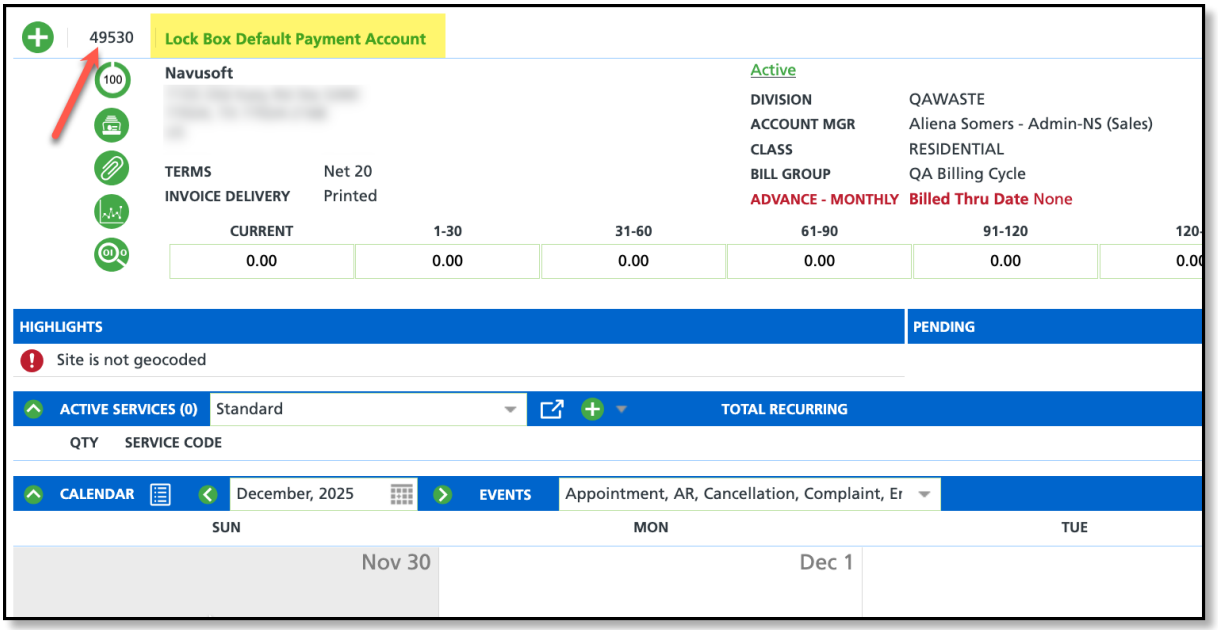
1. **Format3**
    - Payments are matched against the Account ID or the External ID.
2. **Format 3 - Account ID & Invoice ID Match Only**
    - Payments are matched exactly against the internal Account ID. External and legacy IDs are not used.
    - If an account ID is missing or not found, a valid Invoice ID can provide the account ID.

Customer formats can be added to the system. Please contact Support to inquire about timeline and cost.



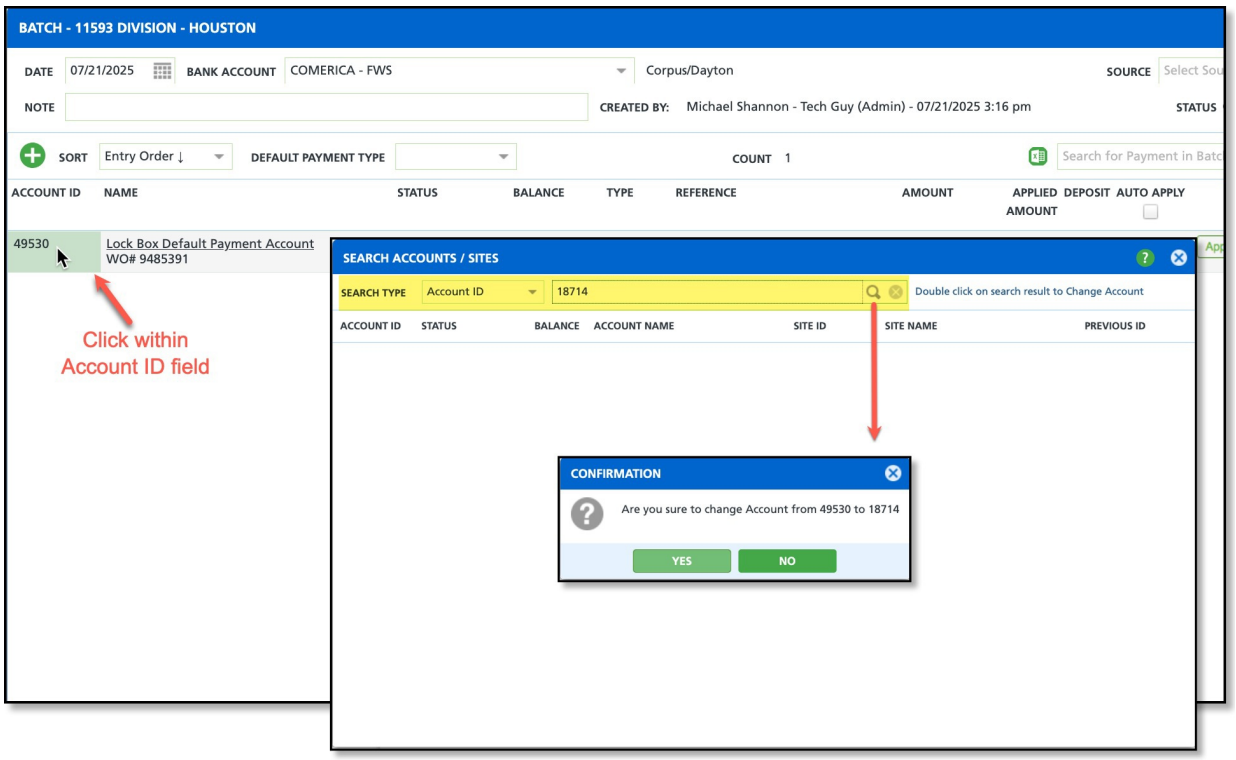
Lockbox Non-Matching Default Account

When **Format 3** is selected, the **Lockbox Non-Matching Default Account** field becomes required. This field identifies which account payments should be applied to when the account number in the import does not match an account number in Navusoft. *This is not a bank account number*. Enter the number of the account you want mismatched payments to post to.



Review and Change Account

After the import is complete, review the **AR History** of the default account to see the payment transactions. Use the **Change Account** option in AR Payment Batch to move the payment from the default account to the account it actually belongs to.



File Format Requirements

There are two formats available in Navusoft but both use the same file requirements. Only the logic on how the payments are matched are different.

1. **Format3**
   - Payments are matched against the Account ID or the External ID.
2. **Format 3 - Account ID & Invoice ID Match Only**
   - Payments are matched exactly against the internal Account ID. External and legacy IDs are not used.
   - If an account ID is missing or not found, a valid Invoice ID can provide the account ID.

General File Requirements

	A	B	C	D	E	F
1	393.99					
2	49232	940873	12233	40.00	20250906	
3	49451	917704	222333	109.74	20250907	
4	49042	903644	55555	147.00	20250908	
5	49042	900890	55555	18.00	20250909	
6	49042	895470	55555	54.25	20250910	
7	49042	895341	55555	25.00	20250911	
8						
9						
10						
11						

File Format: Comma Separated (.csv)

Header Row: No
The file will not import if it contains headers.

First Row/First Column: Total Amount
This is the sum of all payments.

Subsequent Rows: Payments
Each payment must be recorded as a separate line item (one payment per row).

Payment Amount Format

- Number format with no special characters ($).
- *Example: $100.00 must be entered as 100.00*

Payment Date Format

- YYYYMMDD
- *Example: January 1st, 2025 must be entered as 20250101*

Import File Format

This section explains the order in which payment information should be formatted in the lockbox import file. Negative payment amounts included in the file are excluded from the import.

Input File Format Definition

	A	B	C	D	E
1	Total Amount				
2	Account Number [or External Account ID for Format 3 only]	Invoice Number	Reference or Check Number	Payment Amount	Payment Date

LockboxFormat3.csv Example

Total Amount Row →

Payment Rows }

A	B	C	D	E
46981.9				
48999		910800	110.15	20260921
49000		910801	135.55	20260921
49001		910802	25	20260921
	996193	910803	442	20260921
49004	996194	910804	1447.5	20260921
	36254155	910805	99.35	20260921
	888900	910806	45.85	20260921
645484	84898484	910807	202	20260921
49011	996200	910808	717.41	20260921

Import File Processing

When processing each payment in the import file, logic is used **based on the format selected** to match the payment with an account.

1. **Format3**
   - Payments are matched against the Account ID or the External ID.
2. **Format 3 - Account ID & Invoice ID Match Only**
   - Payments are matched exactly against the internal Account ID. External and legacy IDs are not used.
   - If an account ID is missing or not found, a valid Invoice ID can provide the account ID.

For both formats, the following logic is applied and an explanatory note is provided in the output file for each case:

- If neither an account nor invoice are found, the divisions Non-Matching Default Account will be used.
- If the account and invoice are both found but belong to different accounts, the matched account is kept and the invoice is cleared.
- If an invoice is missing or an invoice with no outstanding balance is provided.

Related Articles

AR Payment Batch
Division Setup