



## Import Excel

### Printable Help

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#### **Abstract**

This document is a printable version of Import Excel help.

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## Introduction to Import Excel

Import Excel allows you to import new business data from a Microsoft® Excel® spreadsheet into the Latitude database. Following are the requirements for importing files from Excel:

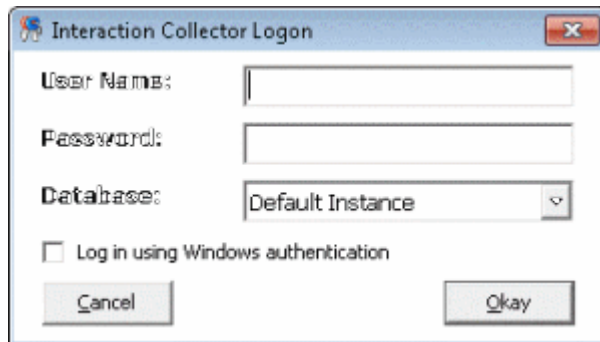
- Install Excel on the same workstations where you have Import Excel installed.
- Don't include spaces in worksheet names.
- Ensure that the first row of the worksheet contains the column names and that each column name is unique.
- Ensure that the spreadsheet is contiguous.
- Ensure that all rows after the first row contain only the data to import. Don't include data such as totals or subtotals.
- Place the word "LAST" in the first column of the last row to indicate to the program to stop reading in data.
- To prevent a truncation issue where Excel drops number sequences over 15 digits in length, format numbers as text.
- Separate names using a comma only (for example, Smith, John). The system doesn't read dashes or other formatting properly.
- Separate dates using a space, comma, dash, or slash.
- Cells formatted as a number cannot be blank. Use a zero (0) value instead.

## Log on to Import Excel

Use the **Interaction Collector Logon** dialog box to log on to Import Excel.

### To log on to Import Excel

1. Click **Start > All Programs > Interactive Intelligence > Interaction Collector > Import Excel**.  
The **Interaction Collector Logon** dialog box appears.



2. In the **User Name** box, type your Latitude user name.
3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.

**Note:** To log on using Windows authentication, select the **Log in using Windows authentication** check box and provide your Windows user name and password.

4. Click **Okay**. The **Import Excel** window appears.

The screenshot shows a software window titled "Import Excelv4 10.3.130" with a sub-tab labeled "Import". The main area is titled "Pre-Import Set Up" and contains four sequential steps:

- Step 1:** Includes dropdown menus for "Select A Customer", "Select A Desk", and "Select A First Letter". It also features a date field for "Date Accounts Were Received" set to "7 /19/2016".
- Step 2:** Includes a text field for "Select An Excel Spreadsheet" with the placeholder text "Click Here to Select input Excel File", and a dropdown menu for "Select A Worksheet".
- Step 3:** Includes a dropdown menu for "Select A Layout" currently set to "NEW LAYOUT".
- Step 4:** Titled "Select Options", it contains two checkboxes: "Do Not Allow Duplicate Accounts" (checked) and "Add Collection Charges To Accounts" (unchecked).

At the bottom right of the dialog is an "Exit" button. At the bottom left, there is a checkbox labeled "Check Only With Instruction From Global" which is currently unchecked.

## Specify the Import Configuration

Use the **Pre-Import Set Up** tab in the **Import Excel** window to specify the configuration for importing new business into Latitude.

### To specify the import configuration

1. In the **Import Excel** window, click the **Pre-Import Set Up** tab.

The screenshot shows the 'Pre-Import Set Up' window with the following configuration:

- Step 1:**
  - Select A Customer: 000006-CUSTOMER FOUR
  - Select A Desk: 000000-ADMIN 1 DESK
  - Select A First Letter: 1 - First Notice
  - Date Accounts Were Received: 7 /19/2016
- Step 2:**
  - Select An Excel Spreadsheet: C:\Users\barbara.martin\Documents\Latitude\NB.xls
  - Select A Worksheet: Sheet1
- Step 3:**
  - Select A Layout: NEW LAYOUT
- Step 4: Select Options**
  - Do Not Allow Duplicate Accounts
  - Add Collection Charges To Accounts
- Collection Charges:**
  - Enter Fee To Apply: 0 %
  - Bucket: [Empty]

Buttons: Exit (bottom right), Check Only With Instruction From Global (bottom left).

**Select a Customer:** Customer for whom to import new business.

**Select a Desk:** Desk to assign to the imported accounts. We recommend that you select the Inventory desk for pre-collection activities (such as credit reports) and then distribute the accounts to Collector desks.

**Select a first letter:** First letter to request for the primary debtor on each account. Use Letter Console to print the letter. Use Letter Requester to request letters for co-debtors on the accounts.

**Date Accounts Were Received:** Date your organization received the new business.

**Select an Excel Spreadsheet:** Name of the spreadsheet that contains the data to import.

**Select a Worksheet:** Name of the worksheet within the spreadsheet that contains the data to import.

**Select a Layout:** Layout of the import file. The first time you import new business for a customer, select **New Layout**. Thereafter, if the layout doesn't change, select the name of a saved layout.



**Do Not Allow Duplicate Accounts:** If selected, the system doesn't import duplicate accounts.

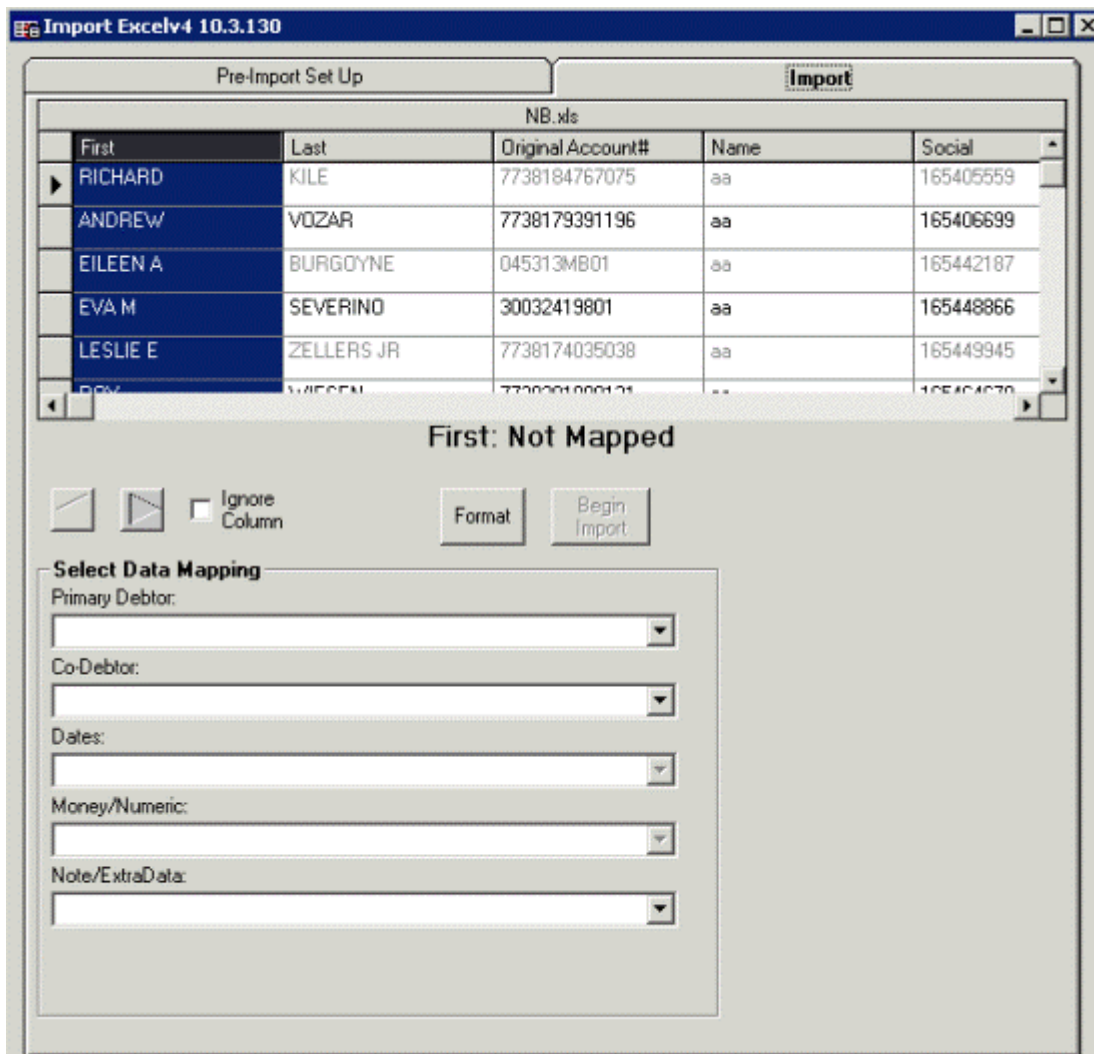
**Add Collection Charges to Accounts:** If selected, the system includes collection charges when importing the data.

**Enter Fee to Apply:** Percent of the account balance to charge as a collection fee.

**Bucket:** Money bucket to store collection fees.

**Check Only With Instruction From Global:** Do not use unless Latitude by Genesys instructs you to do so.

2. Complete the information and then click the **Import** tab.



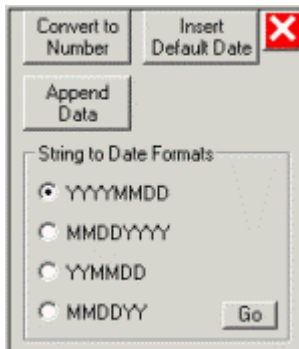
## Format the Import File Data

Use the **Import** tab in the **Import Excel** window to format the data in the import file. The data must meet the following requirements:

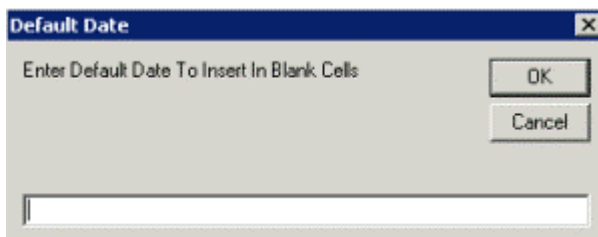
- Date fields include dashes or slashes, such as MM/DD/YYYY or MM-DD-YYYY.
- Money fields are numeric and exclude dollar signs (\$) and periods.

### To format the import file data

1. On the **Import** tab, click the column of data to format and then click **Format**. The format options appear.

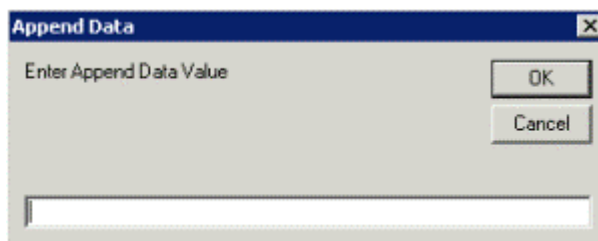


2. To convert data to a number (which strips out all characters such as commas, dollar signs, and periods), click **Convert to Number**.
3. To insert a default date into a blank date field, do the following:
  - a. Click **Insert Default Date**.



- b. In the box, type the date to insert and then click **OK**.
4. To append data to the end of a field, do the following,

- a. Click **Append Data**.



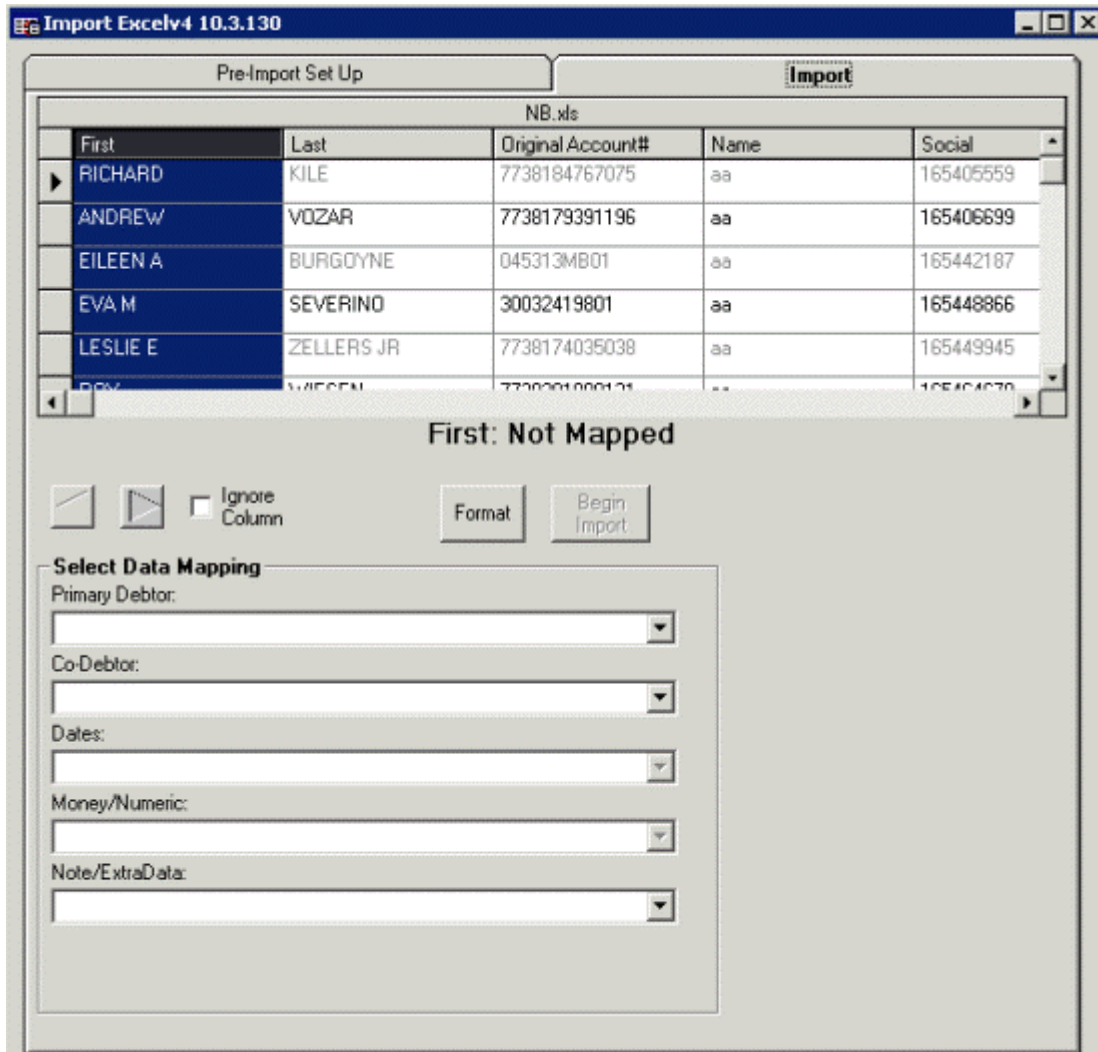
- b. In the box, type the value to append and then click **OK**.
5. To format a date field to include a separator (hyphen or slash), click the date format to use.
  6. Click **Go**. The system formats the data as specified.
  7. Click the **X** to hide the format options.

## Map the Data

Use the **Import** tab in the **Import Excel** window to map the columns of data in the Excel spreadsheet to fields in the Latitude database.

### To map the data

1. On the **Import** tab, click the column of data to map.



**Primary Debtor:** Database fields for the primary debtor.

**Co-Debtor:** Database fields for co-debtors.

**Dates:** Date fields in the database.

**Money/Numeric:** Money and numeric fields in the database.

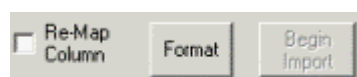
**Note/Extra Data:** Note and extra data fields in the database.

2. To exclude the column of data from the mapping, click **Ignore Column**.
3. Do one of the following:
  - To map a column of data to a primary debtor field, in the **Primary Debtor** list box, click the field to which to map.

- To map a column of data to a co-debtor field, in the **Co-Debtor** list box, click the field to which to map.
- To map the column of data to a date field, in the **Date** list box, click the field to which to map.
- To map the column of data to a money or numeric field, in the **Money/Numeric** list box, click the field to which to map.
- To map the column of data to a note or extra data field, in the **Note/Extra Data** list box, click the field to which to map.

**Note:** Once you map a column, the system displays the **Re-Map Column** check box.

4. To remap a column, click **Re-Map Column** and then change the mapping.



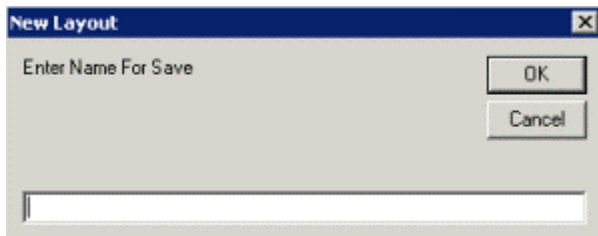
5. Click the arrow to move to the next column in the data grid.
6. Continue mapping until all columns are either mapped or excluded.

## Import the Data

Use the **Import** tab in the **Import Excel** window to import the data from the Excel spreadsheet to the Latitude database. You cannot import data until all columns of data are either mapped or excluded.

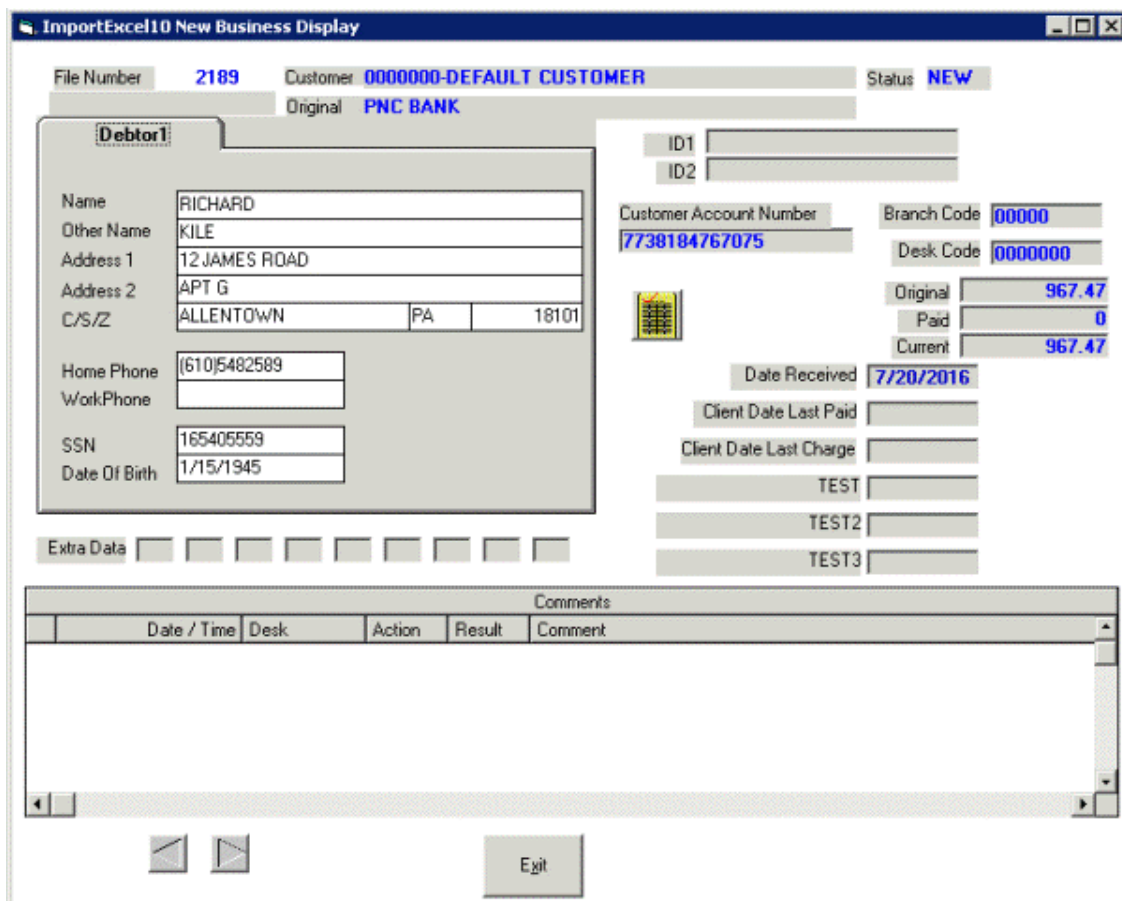
### To import the data

1. On the **Import** tab, click **Begin Import**. The **New Layout** dialog box appears.



The **New Layout** dialog box is a simple window with a title bar. It contains a text input field labeled "Enter Name For Save" and two buttons: "OK" and "Cancel".

2. In the box, type a name of the file layout and then click **OK**. The system processes the data and displays it in a "mock" **Work Form**.

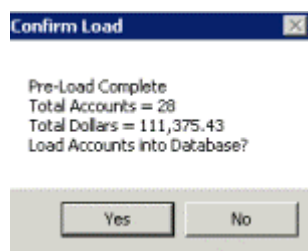


The **ImportExcel10 New Business Display** window shows a form for entering debtor information. The form is divided into several sections:

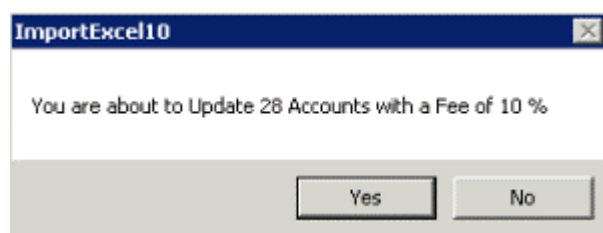
- Header:** File Number **2189**, Customer **0000000-DEFAULT CUSTOMER**, Status **NEW**, Original **PNC BANK**.
- Debtor1 Section:**
  - Name: RICHARD
  - Other Name: KILE
  - Address 1: 12 JAMES ROAD
  - Address 2: APT G
  - C/S/Z: ALLENTOWN PA 18101
  - Home Phone: (610)5482589
  - WorkPhone: [Empty]
  - SSN: 165405559
  - Date Of Birth: 1/15/1945
- Financial Section:**
  - ID1: [Empty]
  - ID2: [Empty]
  - Customer Account Number: 7738184767075
  - Branch Code: 00000
  - Desk Code: 0000000
  - Original: 967.47
  - Paid: 0
  - Current: 967.47
  - Date Received: 7/20/2016
  - Client Date Last Paid: [Empty]
  - Client Date Last Charge: [Empty]
  - TEST: [Empty]
  - TEST2: [Empty]
  - TEST3: [Empty]
- Extra Data:** A row of seven checkboxes, all of which are unchecked.
- Comments Table:**

Date / Time	Desk	Action	Result	Comment
- Navigation:** Left and right arrow buttons and an **Exit** button.

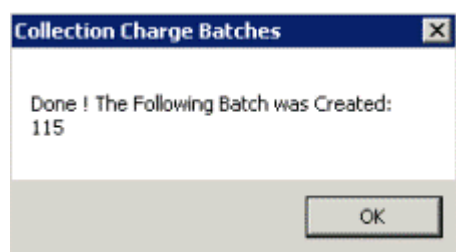
3. Use the arrows to scroll through and review the records.
4. When finished, click **Exit**. A confirmation dialog box appears.



5. Click **Yes**. The system imports the data into the Latitude database. If you configured the system to apply collection charges, a confirmation dialog box appears.



6. Click **Yes**. A notification dialog box appears.



7. Click **OK**.