Import Excel

Printable Help

Version 2024 R2

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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:

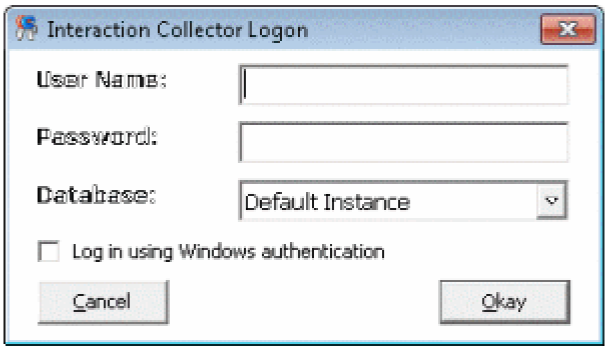
- Install Excel on the same workstations where you have Import Excel installed.
- Don't include spaces in worksheet names.
- Ensure that the first row of the worksheet contains the column names and that each column name is unique.
- Ensure that the spreadsheet is contiguous.
- Ensure that all rows after 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**

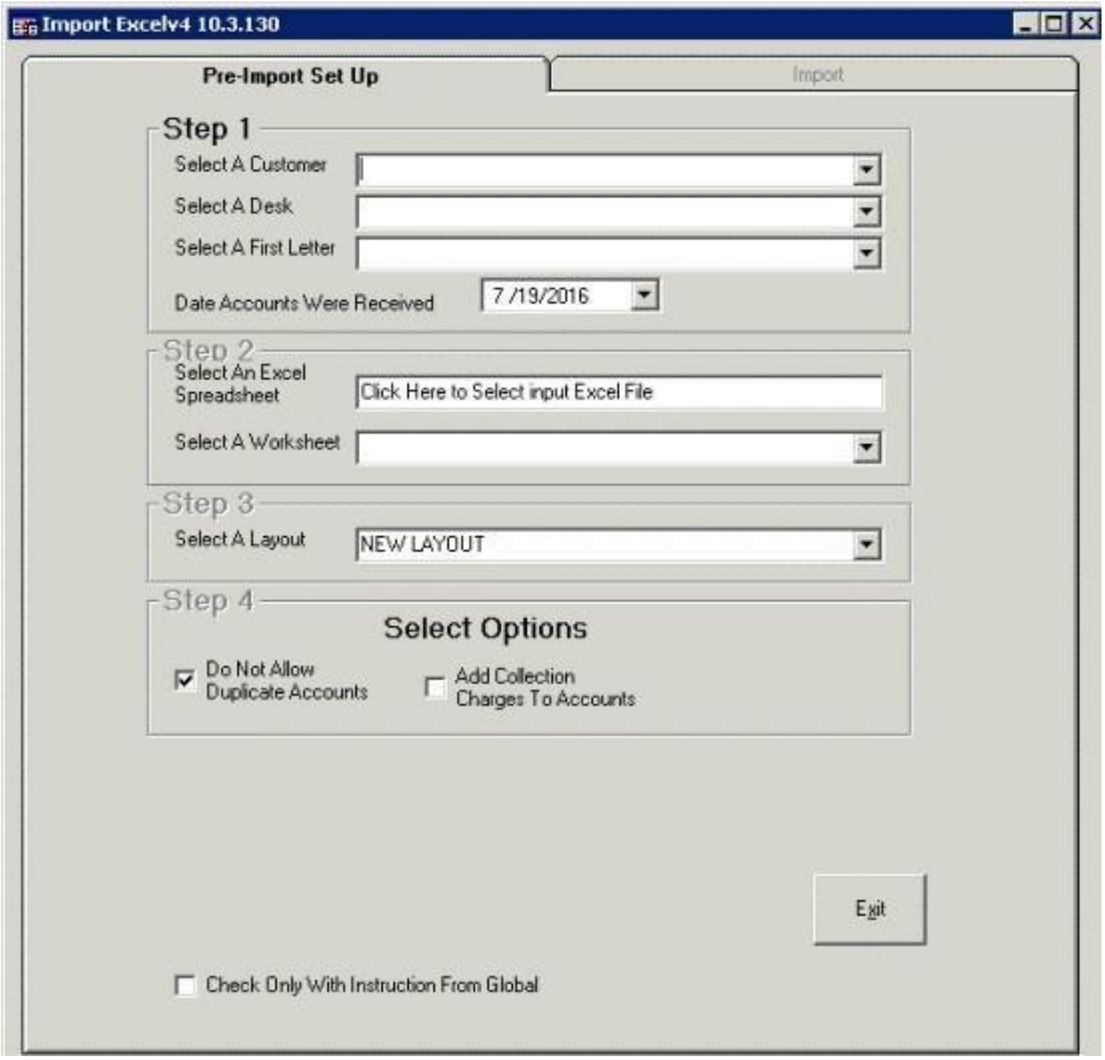
1. Click **Start** > **All Programs** > **Interactive Intelligence** > **Interaction Collector** > **Import Excel**. The **Interaction Collector Logon** dialog box appears.



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.

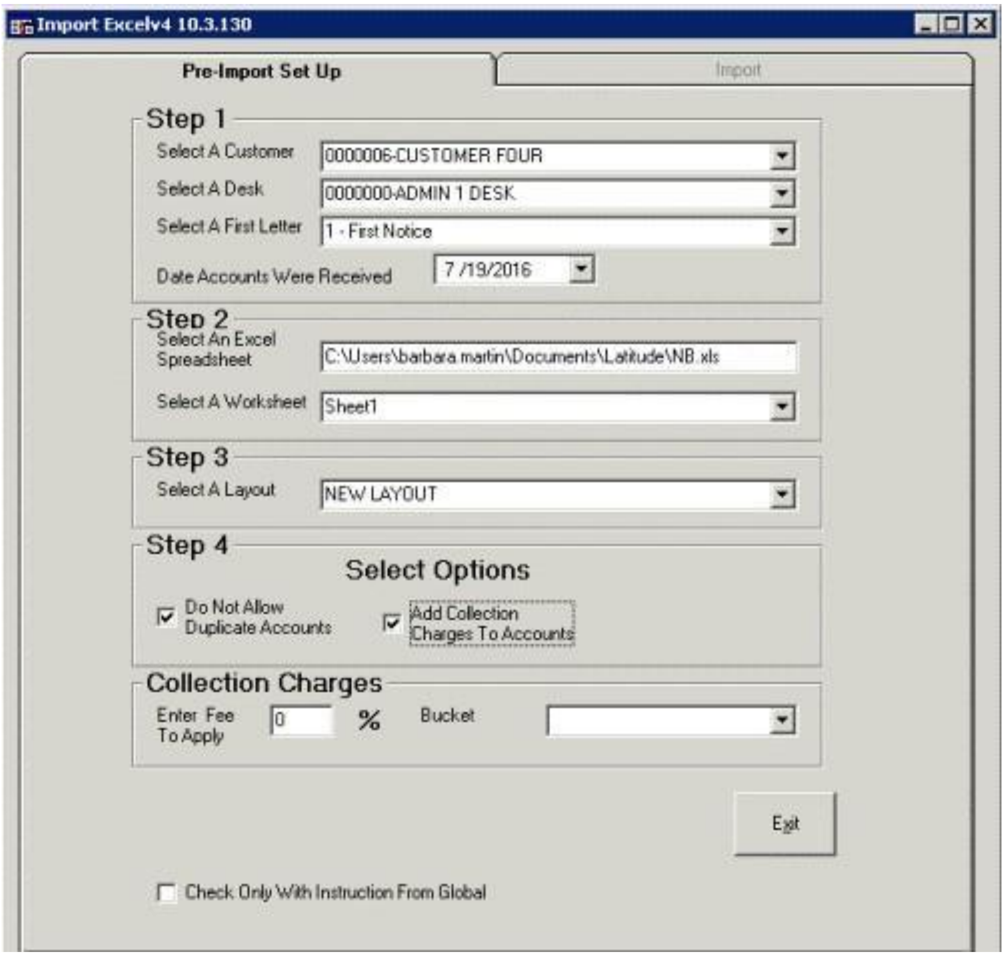


Specify the Import Configuration

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.



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 contans 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.

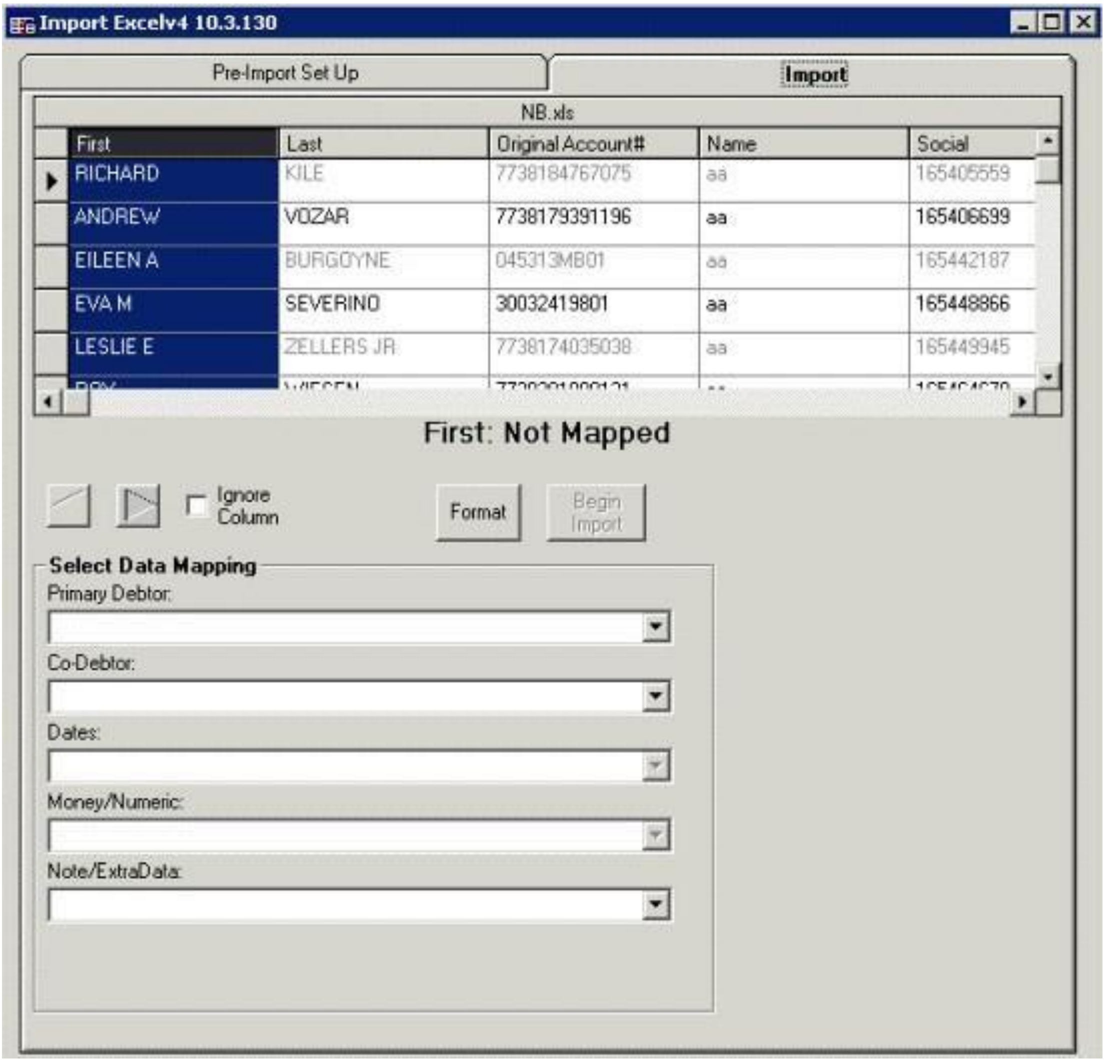
Add Collection Charges to Accounts: If selected, the system includes collection charges when importing the data.

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.

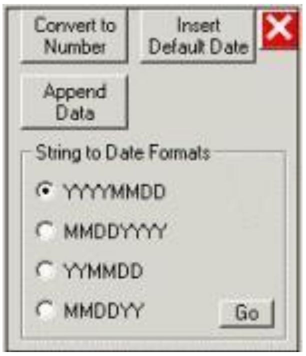


Format the Import File Data

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**

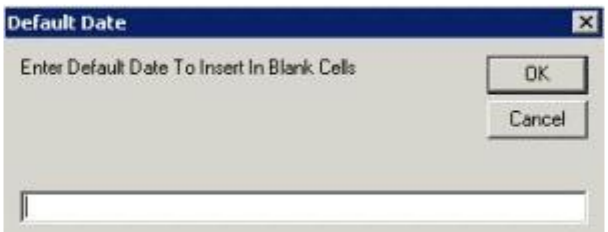
1. On the **Import** tab, click the column of data to format and then click **Format**. The format options appear.



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.

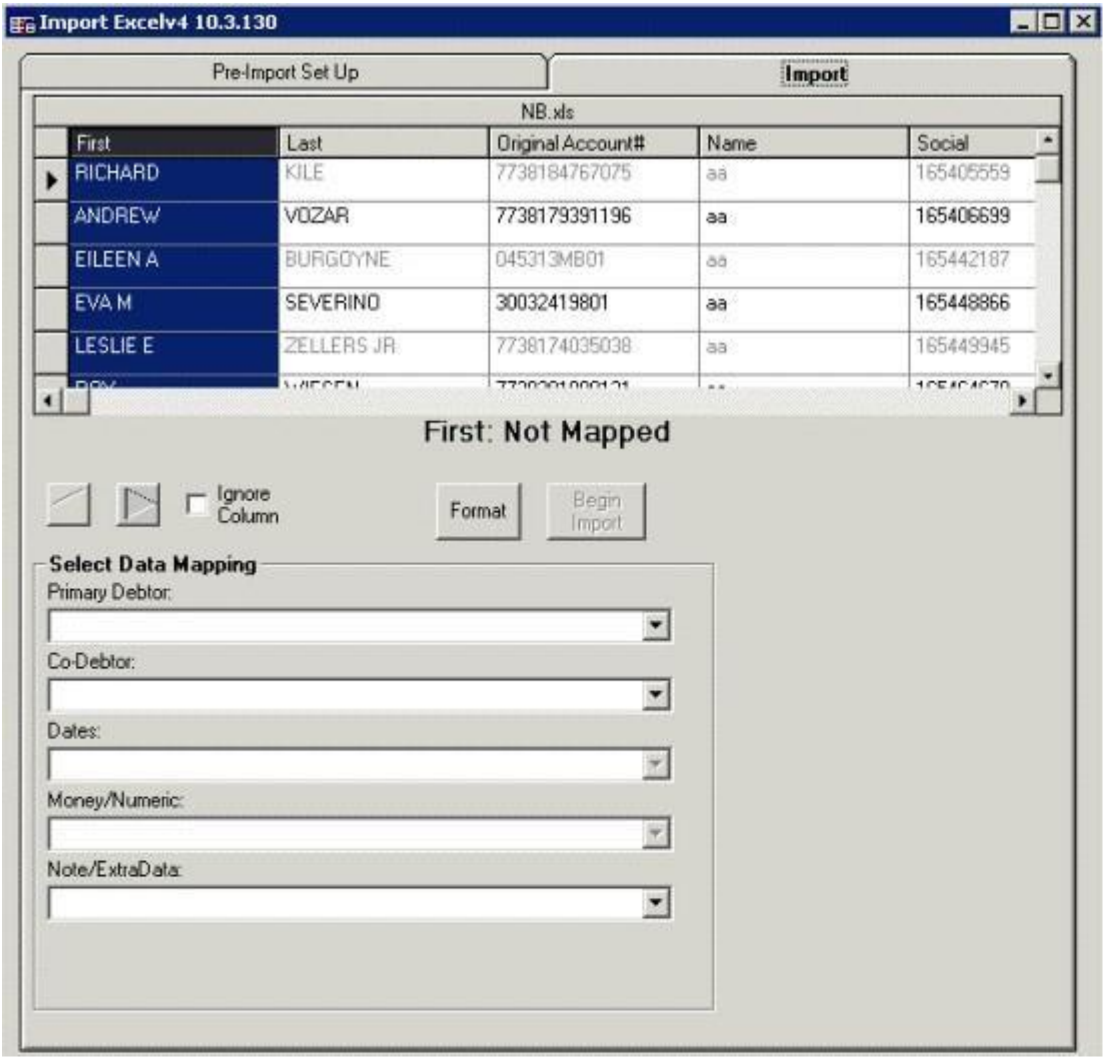
7. Click the **X** to hide the format options.

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**.

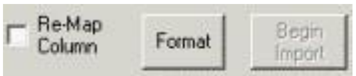
3. Do one of the following:

- 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.

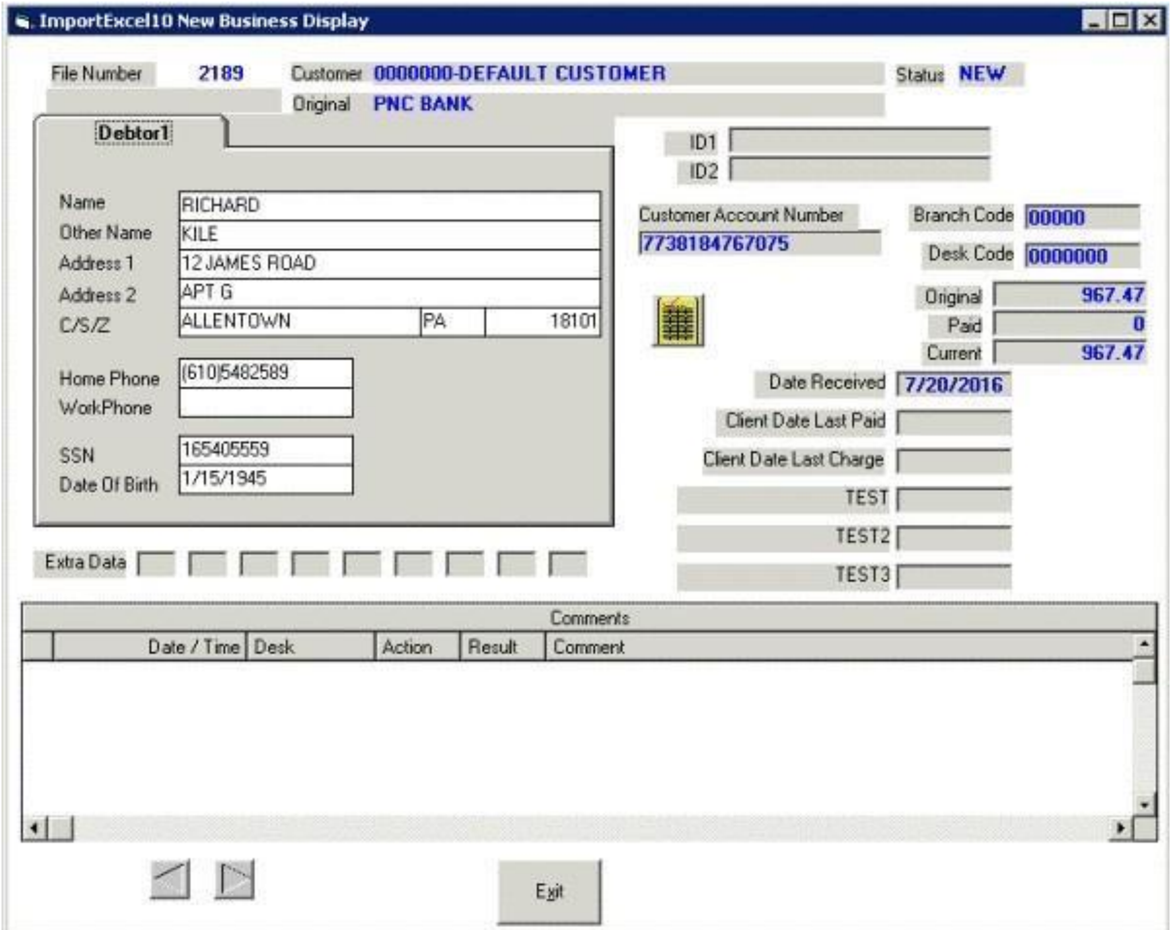
Import the Data

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.

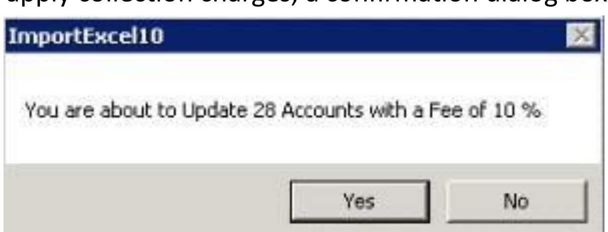
2. In the box, type a name of the file layout and then click **OK**. The system processes the data and displays it in a "mock" **Work Form**.



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.


Collection Charge Batches
Done ! The Following Batch was Created:
115
OK

7. Click **OK**.