The Miscellaneous Billing module gives the option to upload customers from a spreadsheet. The steps are described below. To get started, click:

Miscellaneous Billing ▶ Interfaces/Imports ▶ Upload Customers

Upload Customers

Description

Email Customer Template
Restart Upload Process
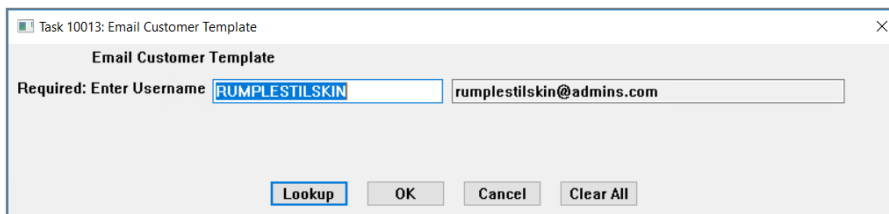Upload Customers
Reprint Upload Reports
Create Customers

The **Upload Customers** process uses a step menu. Each step is briefly described in the table below; more detail is proved for each step in the respective section.

Table 1 Steps Menu Overview

Step	Description
Email Customer Template	Email the template to the user doing the data entry – select the username from the **[Lookup]** or enter it directly in the field.
Restart Upload Process	Restart the upload in progress, clearing out any work files. Use this button if duplicates were reported, for example.
Upload Customers	Upload the customers from the spreadsheet – an edit list will be produced; scrutinize the list for duplicate customers and / or duplicate addresses. If there are duplicates, stop, edit the spreadsheet to remove the duplicates, run the **[Restart Upload Process]** step and upload the edited file.
Reprint Upload Reports	Re-runs the Upload Reports produced in the **[Upload Customers]** step.
Create Customers	Creates the customers and produces a report of the customers and customer numbers.

1. Email Customer Template   Email Customer Template

Emailing the template requires supplying a username which will populate an email address. The recipient may be an existing **AUC** user or must have an email address set up in the **Email Users Table**. See **SY-155 External Email Addresses** to add an email if this template will be filled in by someone without an **AUC** username.

Task 10013: Email Customer Template ✕

Email Customer Template

Required: Enter Username RUMPLESTILSKIN   rumplestilskin@admins.com

Lookup   OK   Cancel   Clear All

Always use the template supplied with the application. Neither add new columns nor delete columns from the template. Delete any lines entered in error. Deleting the first row is not allowed, as it is required for the upload to succeed.
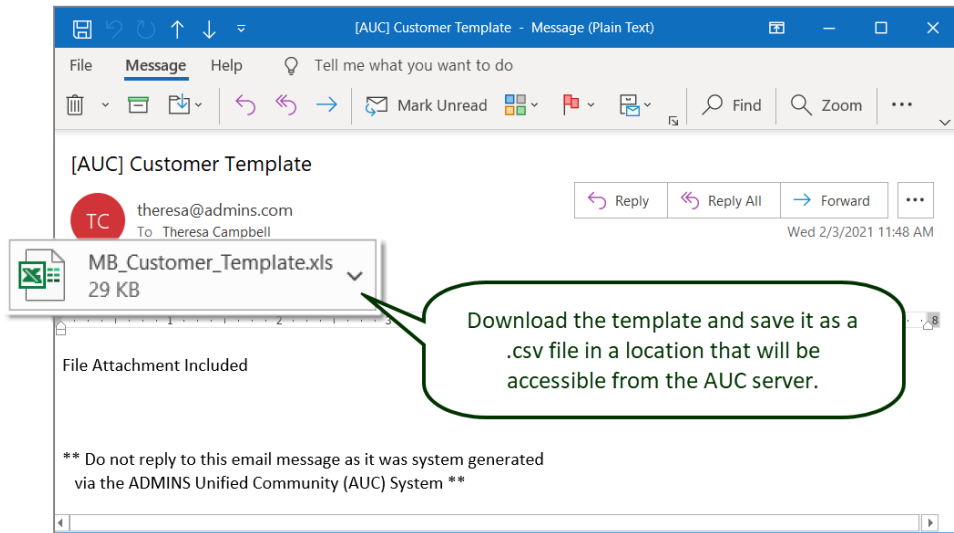
Figure 1 Emailing the template – the recipient will see an email with an attached spreadsheet
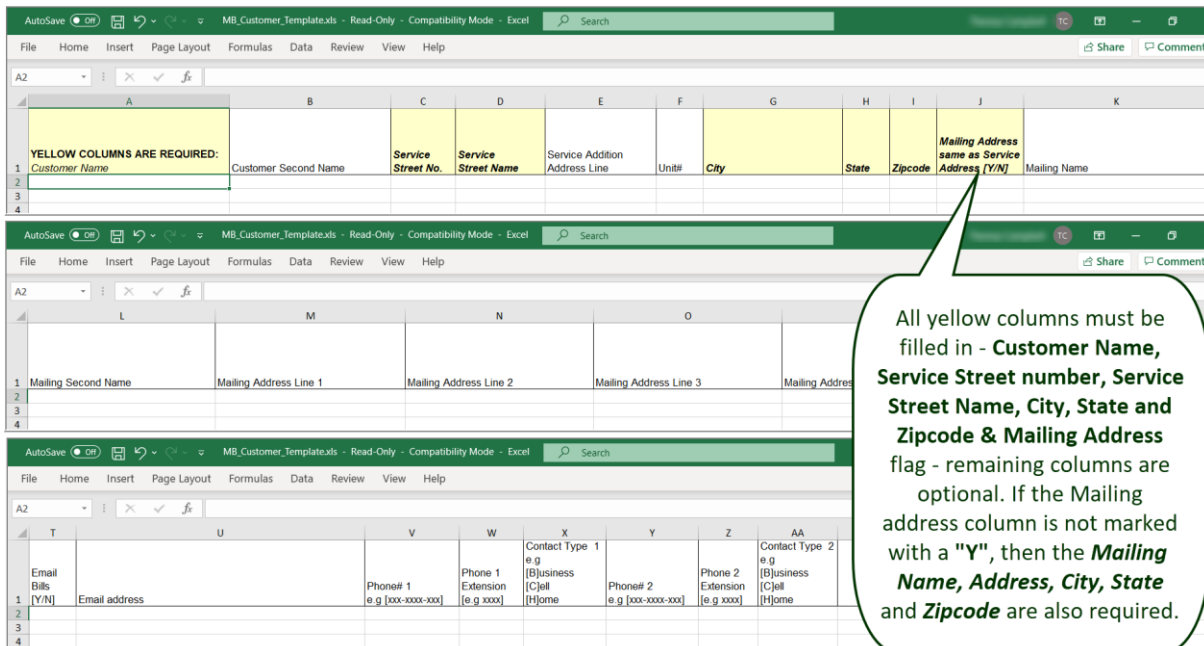
The **Excel®** spreadsheet will look like this:

Figure 2 The Excel® **spreadsheet – yellow column headers indicate a required column**

Save the completed spreadsheet as a .CSV file (comma separated value). If it is not in this file format, then it cannot be uploaded properly. Assign it a name and folder location that is accessible from the AUC server.

The Upload Customers step does error checking. The required fields are shown in bold in the table below. If the **Mailing Address same as Service Address [Y/N]** is **"N"** – Mailing address fields are required, designated in *italics*.

Table 2 Spreadsheet columns

Excel	Field	Error checking
A	Customer Name	Cannot be blank – name of the customer
B	Customer Second Name	Optional second name or continuation of the Customer name
C	Service Street No.	Cannot be blank – street number for the customer
E	Service Street Name	Cannot be blank – street name for the customer
E	Service Addition Address Line	Optional additional address line
F	Unit#	Optional; use to designate an apartment or unit number
G	City	Cannot be blank – city name
H	State	Cannot be blank; must be a valid two-character code
I	Zipcode	Cannot be blank; must be a valid five- or nine-digit zip code
J	Mailing Address same as Service Address [Y/N]	If the mailing address is the same as the service address, enter **"Y"** to stop additional error checks. Enter **"N"** or leave blank to trigger additional error checks and make additional fields (shown in *italics*) required for a successful upload.
K	*Mailing Name*	The name used to mail the invoices
L	Mailing Second Name	Optional second name or continuation of the mailing name
M	*Mailing Address Line 1*	Street number and name for the mailing address
N	Mailing Address Line 2	Continuation of the mailing address
O	Mailing Address Line 3	Continuation of the mailing address
P	Mailing Address Line 4	Continuation of the mailing address
Q	*Mailing City*	City for the mailing address
R	*Mailing State*	State for the mailing address – must be a valid two-character code
S	*Mailing Zipcode*	Zip for the mailing address – must be a valid five- or nine-digit zip code
T	Email Bills [Y/N]	Will this customer receive bills/invoices via email?
U	Email address	If supplied, must be a valid email address type, i.e., *someone@somewhere.com*
V	Phone# 1 e.g. [xxx-xxxx-xxx]	If supplied, must be a ten-digit phone number
W	Phone 1 Extension e.g. [xxxx]	Optional
X	Contact Type 1 e.g. [B]usiness [C]ell [H]ome	If used, must be one of three values: **"B", "C"** or **"H"**
Y	Phone# 2 e.g. [xxx-xxxx-xxx]	If supplied, must be a ten-digit phone number
Z	Phone 2 Extension e.g. [xxxx]	Optional
AA	Contact Type 2 e.g. [B]usiness [C]ell [H]ome	If used, must be one of three values: **"B", "C"** or **"H"**

2. Restart Upload Process   Restart Upload Process

This button restarts the process, clearing out any existing work files or prior uploads that are still in progress. If duplicates are reported on the Upload Customers step, edit the source spreadsheet to remove the duplicates and then click on   Restart Upload Process   before trying again. After the restart, the screen will look like this:
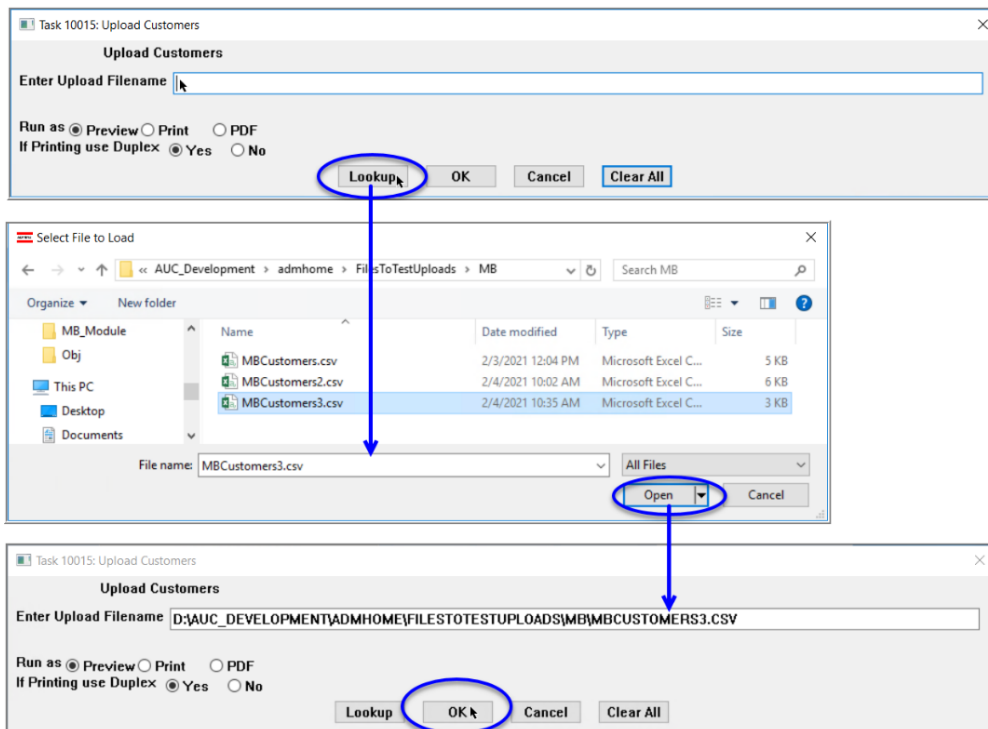
Figure 3 The Upload Customers Menu after clicking the [Restart Upload Process] step

3. Upload Customers Upload Customers

This step requires the full path and file name be entered in the prompt; use the lookup to select the file to be uploaded from the standard Windows® File Explorer window:

Make sure the filename shows the .CSV extension – if not the upload will fail.

If the filename does not show the .CSV, the file and folder path are too long.

Save the file with a combined file / path name less than 80 characters.

Figure 4 Selecting the file for uploading from the [Lookup]

Once the file is selected, the system will pre-process the file to check for errors, and produce three reports. If a file is selected that does not have the correct fields present, the process will terminate, and **ADMINS** will be sent an email; support@admins.com must clear the error flag prior to resuming the process.

3.1. Customer Matched Service Addresses

```
10053-MBCUSLODSRV.REP         Printed 03-Feb-2021 at 13:30:07 by THERESA                          Page 1
                                             City of ADMINS
                                    Customer matched Service Addresses

================================= ================================= =================================================
Customer Name                     Service Address                   Customers with same Service Address
================================= ================================= =================================================
ABC ENTERPRISES INC               678 AVE                           00000054 ABC ENTERPRISES INC            Active
                                  BOSTON          MA    02110-               678 AVE
                          *** # Service Address Matches 1
-------------------------------------------------------------------------------------------------------------
ALPENLITE INC                     201 HAWK CT                       00000071 ALPENLITE INC                  Active
                                  BOSTON          MA    02110-               201 HAWK CT
                          *** # Service Address Matches 1
-------------------------------------------------------------------------------------------------------------
BALLARD SPAHR ANDREWS             39 S 7TH ST                       00000062 BALLARD SPAHR ANDREWS          Active
                                  BOSTON          MA    02110-               39 S 7TH ST
                          *** # Service Address Matches 1
```

This report will either show "No Records Selected" or will list any **duplicate addresses**. If there are duplicates, remove them from the spreadsheet and save the spreadsheet again. Run the
`Restart Upload Process` and try the `Upload Customers` step again.

3.2. Customers Matched by Name

```
10019-MBCUSLODMAT.REP         Printed 04-Feb-2021 at 10:05:53 by THERESA                          Page 1
                                             City of ADMINS
                                    Customers matched by Name

================================= ================================= =================================================
Customer Name                     Service Address                   Sounds like AUC Misc. Billing Customer
================================= ================================= =================================================
A K CONSTRUCTION CO               2737 PISTORIO RD #9230            00000118 A K CONSTRUCTION CO            Active
                                  BOSTON          MA    02110               2737 PISTORIO RD #9230
                          *** # Customer Matches 1
-------------------------------------------------------------------------------------------------------------
AMBELANG, JESSICA M MD            74987 BRANDON ST                  00000119 AMBELANG, JESSICA M MD         Active
                                  BOSTON          MA    02110               74987 BRANDON ST
                          *** # Customer Matches 1
-------------------------------------------------------------------------------------------------------------
ANKER LAW OFFICE                  461 PROSPECT PL #316              00000129 ANKER LAW OFFICE               Active
                                  BOSTON          MA    02110               461 PROSPECT PL #316
                          *** # Customer Matches 1
```

This report will either show "No Records Selected" or will list any **duplicate names**. If there are duplicates, remove them from the spreadsheet and save the spreadsheet. Run the
`Restart Upload Process` and try the `Upload Customers` step again.

Take care not to create duplicates. Duplicates will increase the likelihood for errors in the billing and receivables process.
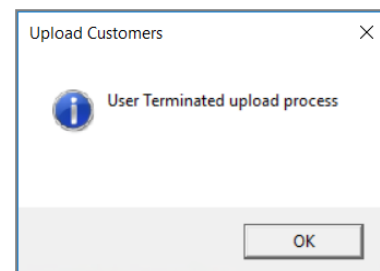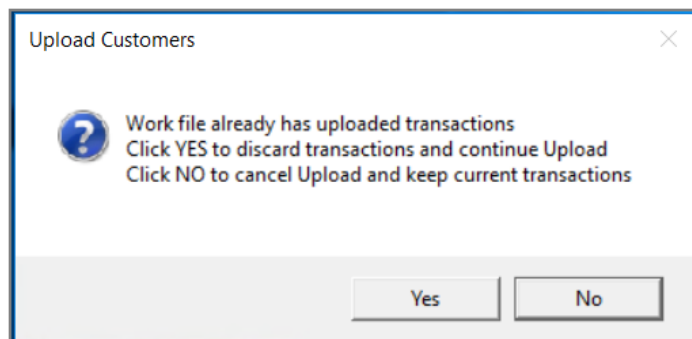
3.3. Upload Customers Edit List

The Upload Customers edit list will be produced, listing the Customer Name, Service Address, City, State and Zip. The report will show the total number of customer records to be uploaded. Note that no customer numbers are assigned to these uploaded records until the **Create Customers** step is completed.

3.4. Work in Progress

If the **Upload Customers** step is run, and the system displays this message indicating that the work file already has uploaded transactions, click **[Yes]** to discard the pre-existing transactions to continue with the upload. Selecting **[No]** will terminate the upload process.

4. Reprint Upload Reports [Reprint Upload Reports]

This step reprints the most current reports generated from the [Upload Customers] step, as shown in sections 3.1, 3.2, and 3.3.

5. Create Customers [Create Customers]

The last step in the menu creates the new customers, making them available for use with the Miscellaneous Billing process.

5.1. Create Customers Report with Customer Numbers

As shown on the Create Customers report in the Cust No. column, each customer will be assigned a unique, sequential number to identify them.

See also **SY–130 Create CSV Files** for more information.