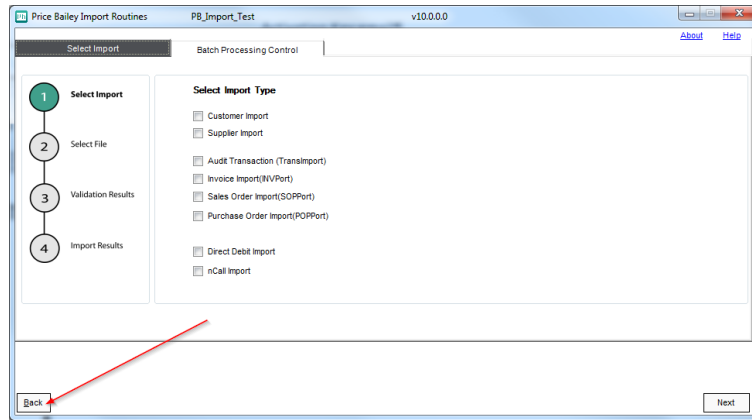


PBImports Frequently Asked Questions

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- [Transaction Type is invalid](#)
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Apply New Activation Key.

Open PBImport and click <Back>:-



Copy and paste the Key that you have received into the Activation Key Field:-

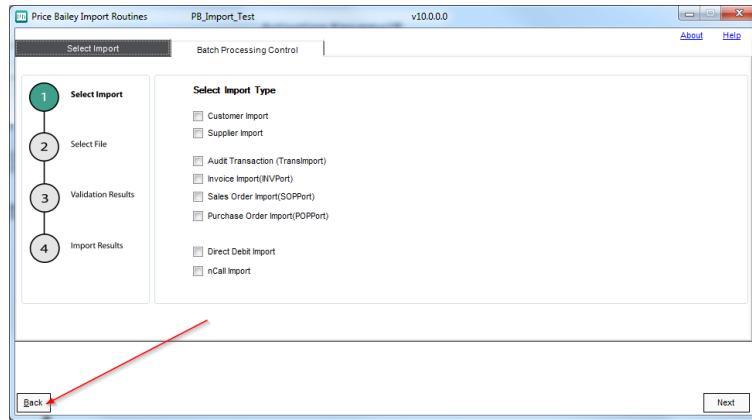
Activation Key	<input type="text"/>	<input type="button" value="Check Sno"/>
Licence ID	<input type="text"/>	Expiry Date 24/10/2020 343 Days till expiry

Click the button labelled <Check Sno>. If the activation key has been successful, an expiry date will appear along with the number of days remaining

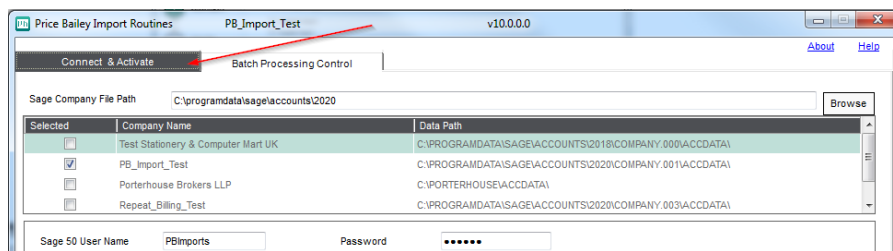
Activation Key	<input type="text"/>	<input type="button" value="Check Sno"/>
Licence ID	<input type="text"/>	Expiry Date 24/10/2020 343 Days till expiry

Connect & Activate Tab.

Open PBImport and click <Back>:-



You are now on the Connect & Activate screen:-



Install New PBImport Version.

Download the latest routines and guides to keep your system up to date from the Price Bailey website:-

<https://www.pricebailey.co.uk/services/business-software/tailored-services/>

Here you will find the latest installer and a guide on installing the software:-

Price Bailey Import Routines – User Guides

[Price Bailey Import Routines Installation Guide](#)

[Price Bailey Import Routines User Manual](#)

[Price Bailey Upgrade to Sage V26 Installation Guide](#)

Price Bailey Import Routine Installer

[Price Bailey Import Routines Installer v9.9](#)

Once installed you will need to email the licence ID through to support@pricebailey.co.uk

Unable to Open File Message.

If the validation fails with the error message 'Unable to open file':-

Summary : Validation failed

Error Message	Row	Column
Unable to open file C:\PBImport_Files\transimporttransactions.csv		

This means that the file that is being used for the import is open and needs to be closed before continuing

Close the import file. Click <Back> and then click <Validate> again.

Transaction Type is invalid.

If the validation fails with the error message 'Transaction Type is invalid':-

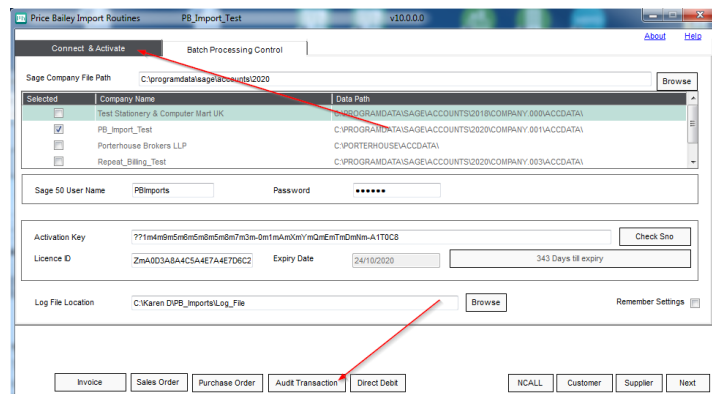
Summary : Validation failed

Error Message	Row	Column
Transaction Type is invalid	1	1

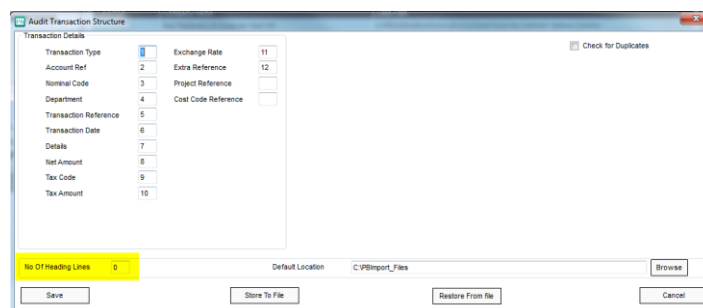
This usually means that a header row is not expected, but the file that is being used for the import contains a header row.

To resolve this either remove the header row on the import file or let PB Import know that the import file has a header row.

Click <Back> until you are on the Connect & Activate Screen. Click on the type of import that you are using:-



On the mapping screen ensure that the 'No of Heading Lines' field agrees to the number of header rows on the import file:-



Click <Save>. Click <Next>, until you are on the Select Import File screen then click <Validate> again.

Date field contains invalid date.

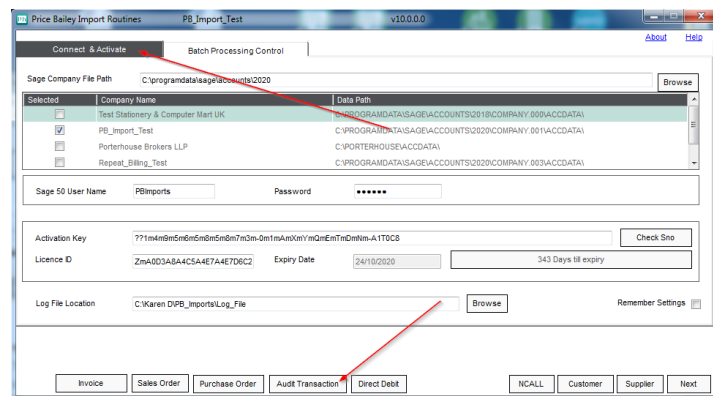
If the validation fails with the error message 'Transaction Type is invalid':-

Summary : Validation failed

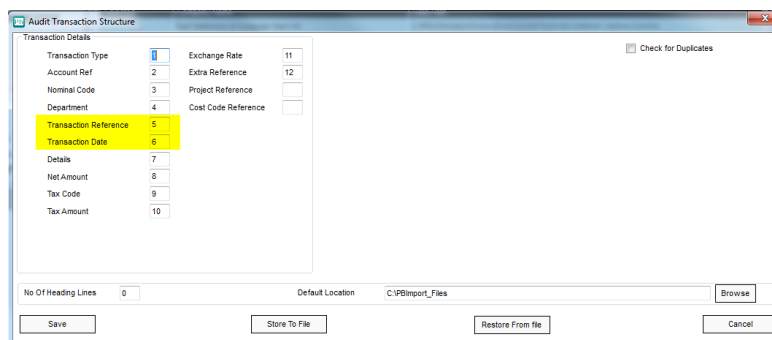
Error Message	Row	Column
Date field contains invalid date	1	6
Date field contains invalid date	2	6
Date field contains invalid date	3	6
Date field contains invalid date	4	6
Date field contains invalid date	5	6
Date field contains invalid date	6	6
Date field contains invalid date	7	6
Date field contains invalid date	8	6
Date field contains invalid date	9	6
Date field contains invalid date	10	6

This usually means that the mapping fields are not correct.

To resolve this click <Back> until you are on the Connect & Activate Screen. Click on the type of import that you are using:-



On the mapping screen ensure that the 'Transaction Reference' and the 'Transaction Date' agrees to the column number of these fields on the import file:-



Click <Save> and <Next>, <Next>then click <Validate> again.

Net amount cannot be negative or greater than 9999,9999.99.

If the validation fails with the error message 'Net amount cannot be negative or greater than 9999,9999.99':-

Summary : Validation failed

Error Message	Row	Column
Net amount cannot be negative or greater than 9999,9999.99	1	8

This means that the file that is being used for the import contains a value that is too large.

To resolve this open the import file, find the value that is too large and amend accordingly. Click <Back> and then click <Validate> again.

Tax Code ref not supplied.

If the validation fails with the error message 'Tax Code ref not supplied':-

Summary : Validation failed

Error Message	Row	Column
Tax Code Ref not supplied	1	9

This means that the file that is being used for the import doesn't have a Tax code in the row / column indicated by the error:-

To resolve this open the import file, find the field that should contain a valid Tax code and amend accordingly. Click <Back> and then click <Validate> again.

Summary : Validation failed

Error Message	Row	Column
Tax Code Ref not supplied	1	9

Nominal Code does not exist in sage 50.

If the validation fails with the error message 'Nominal Code does not exist in sage 50:-

Summary : Validation failed

Error Message	Row	Column
Nominal Code does not exist in Sage 50	1	3

This means that the file that is being used for the import doesn't have a valid nominal code in the row / column indicated by the error:-

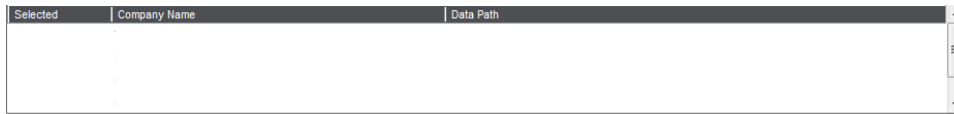
To resolve this open the import file, find the field that should contain a valid nominal code and amend accordingly. Click <Back> and then click <Validate> again.

Summary : Validation failed

Error Message	Row	Column
Nominal Code does not exist in Sage 50	1	3

My Sage 50 Company Is Not Available To Select.

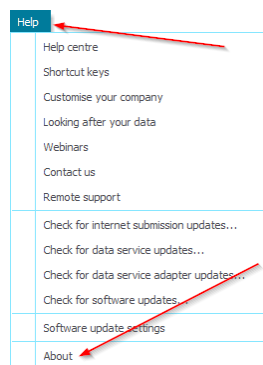
When opening PB Imports the Sage 50 company is not in the list:-



This usually means that the sage Company File Path that is not pointing to the correct file:-



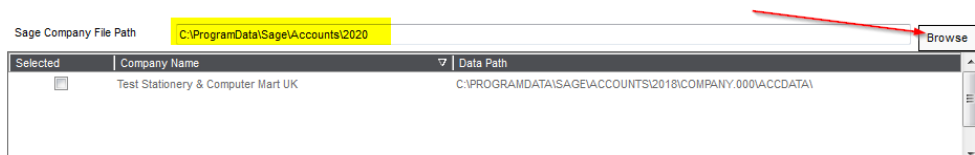
To resolve this go to Help / About in Sage 50:-



You will need the location of the Sage Company File Path:-

Program Details	
Version Number	26.0.64.0
SBD Desktop Version	15.0.57.0
Report Designer Version	4.0.164.0
Updates Installed	None
Internet Submissions Module Version	3.1.33.0
Program Directory	C:\Program Files (x86)\Sage\AccountsServiceV26\
Data Directory	C:\ProgramData\Sage\Accounts\2020\COMPANY.001\ACCDATA
Settings Directory	C:\ProgramData\Sage\Accounts\

Within PB Imports navigate to the path against the Data Directory:-



You should now see a list of all companies and can select the relevant one for your import.

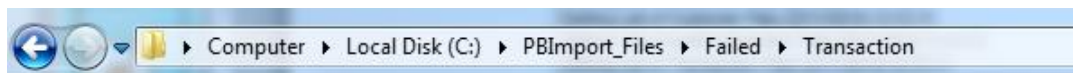
Number Of Files Failed Is Greater Than Zero.

When using the Batch Processing option you see a Number against Number of files failed:-

Batch Processing Counting down 22/11/2019:12:52:31
 Batch Processing Starting 22/11/2019:12:53:31
 Getting List of Supplier Files 22/11/2019:12:53:31
 Getting List of customer Files 22/11/2019:12:53:31
 Getting List of Customer Files 22/11/2019:12:53:31
 Getting List of audit transaction Files 22/11/2019:12:53:31
 Getting List of Transaction Files 22/11/2019:12:53:31

Number of files processed : 2
 Number of files successful : 0
 Number of files failed : 2 Reset

This could be due to several different reasons. Firstly check the 'Failed' folder:-



In here will be a text document with further information:-

Name	Date modified	Type	Size
2211201912533222112019123051001.csv	13/11/2019 14:28	Microsoft Excel C...	1 KB
2211201912533222112019123051001.cs...	22/11/2019 12:53	Text Document	1 KB
2211201912533322112019123052002.csv	13/11/2019 14:29	Microsoft Excel C...	1 KB
2211201912533322112019123052002.cs...	22/11/2019 12:53	Text Document	1 KB

Open the text document to see what the problem is:-

- The number of columns in the file are less than the maximum column specified on the structure.
 - There are more columns used in the mapping than on the import file. Usually because columns 13 & 14 have been included.
- Date field contains invalid date
 - The field that has been mapped to as a date is not in the correct date format. Usually because columns 5 & 6 have been mapped the wrong way round
- Supplier Account Ref does not exist in Sage 50
 - The data that is being mapped to as the Supplier Account is not a valid Supplier Account in Sage 50
- Error log for ??????.csv
 - This error occurs because Sage 50 is logged in using the same user that PB Imports is using.

Note:-When reviewing the import file ensure it is edited in notepad so that leading zeros are not dropped.

Transactions Have Not Imported Into Sage 50.

When using the Batch Processing option files are showing as successful but the transactions are not showing in Sage 50:-

Getting List of Sales Order Processing Files 22/11/2019:16:38:42	Number of files processed : 1 Number of files successful : 1 Number of files failed : 0	<input type="button" value="Reset"/>
Getting List of Purchase Order Processing Files 22/11/2019:16:38:42		
Getting List of Invoicing Files 22/11/2019:16:38:42		
Getting List of Direct Debit Files 22/11/2019:16:38:42		
Getting List of NCALL Files 22/11/2019:16:38:42		
Batch Processing Ending 22/11/2019:16:38:42		
Batch Processing Counting down 22/11/2019:16:38:42		

This is because the number of heading lines on the import file and the mapping do not agree:-

Audit Transaction Structure

Transaction Details

Transaction Type	1	Exchange Rate	11
Account Ref	2	Extra Reference	12
Nominal Code	3	Project Reference	
Department	4	Cost Code Reference	
Transaction Reference	6		
Transaction Date	5		
Details	7		
Net Amount	8		
Tax Code	9		
Tax Amount	10		

Check for Duplicates

No Of Heading Lines: **1**

Default Location: C:\Users\Karen\Desktop

Amend the mapping to agree with the import file.

The number of columns in the file are less than the max.

If the validation fails with the error message 'The number of columns in the file are less than the maximum column specified on the structure':-

Summary : Validation failed

Error Message	Row	Column
The number of columns in the file are less than the maximum column specified on the structure	1	
The number of columns in the file are less than the maximum column specified on the structure	2	
The number of columns in the file are less than the maximum column specified on the structure	3	
The number of columns in the file are less than the maximum column specified on the structure	4	
The number of columns in the file are less than the maximum column specified on the structure	5	
The number of columns in the file are less than the maximum column specified on the structure	6	
The number of columns in the file are less than the maximum column specified on the structure	7	
The number of columns in the file are less than the maximum column specified on the structure	8	
The number of columns in the file are less than the maximum column specified on the structure	9	
The number of columns in the file are less than the maximum column specified on the structure	10	

This usually means that the mapping fields are not correct and you have used columns numbrs that are not columns on you import file.

To resolve this click <Back> until you are on the Connect & Activate Screen. Click on the type of import that you are using:-

Price Bailey Import Routines - PB_Import_Test v10.0.0.0

Connect & Activate | Batch Processing Control

Sage Company File Path: C:\programdata\sage\accounts\2020

Select	Company Name	Data Path
<input type="checkbox"/>	Test Stationery & Computer Mart UK	C:\PROGRAMDATA\SAGE\ACCOUNTS\2018\COMPANY\000\ACCDATA\
<input checked="" type="checkbox"/>	PB_Import_Test	C:\PROGRAMDATA\SAGE\ACCOUNTS\2020\COMPANY\001\ACCDATA\
<input type="checkbox"/>	Porterhouse Brokers LLP	C:\PORTERHOUSE\ACCDATA\
<input type="checkbox"/>	Repeat_Billing_Test	C:\PROGRAMDATA\SAGE\ACCOUNTS\2020\COMPANY\003\ACCDATA\

Sage 50 User Name: PBImports Password: *****

Activation Key: ???1m4n9m5m6m8m5m6m7m3m-Qm1mAmXmYmQmEmTmOmNm-A1T0C8 Check Sno

Licence ID: ZnA003A8A4CSA4E7A4E7D6C2 Expiry Date: 24/10/2020 343 Days till expiry

Log File Location: C:\Karen D\PB_Imports\Log_File Browse Remember Settings

Buttons: Invoice, Sales Order, Purchase Order, **Audit Transaction**, Direct Debt, NCALL, Customer, Supplier, Next

On the mapping screen ensure that all column numbers are the same as the column numbers on the import file:-

Audit Transaction Structure

Transaction Details

Transaction Type	1	Exchange Rate	11
Account Ref	2	Extra Reference	12
Nominal Code	3	Project Reference	13
Department	4	Cost Code Reference	14
Transaction Reference	5		
Transaction Date	6		
Details	7		
Net Amount	8		
Tax Code	9		
Tax Amount	10		

No Of Heading Lines: 0 Default Location: C:\Users\Karen\Desktop Browse

Buttons: Save, Store To File, Restore From file, Cancel

Click <Save> and <Next>, <Next>then click <Validate> again.

Version Control

Each version of this document will be given a number.

Version	Description	Date
V1	December 2019	26/11/2019
V2	January 2020	08/01/2020