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Bank Import Enhancement

2021-06-12 - Natalia - [Comments \(0\)](#) - [ARTICLES](#)

Bank Import Prior to version 2020.2

Bank Import is one of the Netsuite Bank Integration features and manages bank, credit card, and corporate card accounts online through NetSuite. NetSuite allows users to import Bank/Credit card data, as well as Corporate card expense.

There had been commentary regarding failures which occurred in the middle of the import process. A failure for one bank or credit card account during the import process can cause the entire import to fail. Moreover, the error logs would not provide clear indicators to identify which account caused the failure.

The Enhancements We All Expect

NetSuite 2021.1 includes enhancements to the Bank import and troubleshooting process. Bank data import can now be partially undertaken, even when the import fails for some accounts. You can see account-specific errors, directly those accounts which are affected, and pick it up from there.

The enhancements focus on:

- Displaying a Partially Completed import status
- Enhancements to Import Process Performance
- Identifying accounts to display specific import errors
- New Push Email notification

Partially Completed Import Status

“When we cannot accomplish it in one sit, go Partial”

On the Banking Import History page, there is a new import status, **Partially Completed**. This status applies to import processes in which NetSuite did not successfully complete. It can be because of the failure to

retrieve data for either bank or credit card accounts. You can troubleshoot import errors on the Banking Import History page. After that, you would only need to continue importing the rest of the data from where you were left off.

Previously, imported data was not visible until processing was complete. Now, NetSuite completes the import process, and then processes the bank lines separately.

On the Match Bank Data page, you can view imported bank lines that are currently being processed. These lines are greyed out and you cannot select them for matching until processing is complete. To see if processing is complete, you can refresh the Imported Bank Data grid or the page.

Account-Specific Import Errors

Pages where you can view account-specific errors for an import are as follows:

- **Banking Import History** - This page displays failure reasons and the list of accounts affected for an import with a Partially Completed or Failed status.
- **Format Profile** - In a format profile record configured for bank reconciliation, the Account Linking subtab displays warning icons next to accounts with errors. You can see account-specific errors by clicking the warning icon.
- **Match Bank Data** - If you select an account for which NetSuite failed to import data during the latest import, a popup message displays the most recent import error.

The screenshot shows the Oracle NetSuite interface for the Banking Import History page. The page header includes the Oracle NetSuite logo, a search bar, and navigation links for Activities, Transactions, Lists, Reports, Analytics, Documents, Setup, Customization, Commerce, and Support. The user is identified as W Wolfe, Test Account - Administrator.

The main content area is titled "Banking Import History" and includes an "Upload File" button. Below the title is a "Filters" section. The main table displays import records with columns for Import Status, Data Source, Format Profile, Profile Type, Date Submitted, and Imported By. The table shows three records: one Completed, one Partially Completed, and one Failed. The Partially Completed and Failed records have expanded to show failure reasons and affected accounts.

IMPORT STATUS	DATA SOURCE	FORMAT PROFILE	PROFILE TYPE	DATE SUBMITTED	IMPORTED BY
Completed	Connectivity	My Bank	Bank Reconciliation	12/9/2020 3:0...	-System-
Partially Completed	Connectivity	My Bank	Bank Reconciliation	12/8/2020 4:0...	-System-
FAILURE REASON Connection has expired Unable to authenticate Your credentials have expired, please reauthenticate		ACCOUNTS AFFECTED 1006 Petty Cash, 660 US Bank USD 1004 Payroll 1000 Checking, 1002 Savings			
Failed	Connectivity	My Bank	Bank Reconciliation	12/7/2020 3:5...	-System-
FAILURE REASON NetSuite could not successfully parse or import data. Your credentials have expired, please reauthenticate		ACCOUNTS AFFECTED 1000 Checking, 510510 VisaCard			

New Email Notification

NetSuite now sends a notification for a partially completed import. A partially completed import is an import in which NetSuite did not successfully retrieve data for all bank or credit card accounts. The email message contains troubleshooting information, including the following next steps:

- Match and reconcile data on the Match Bank Data and Reconcile Account Statement pages.
- View accounts that failed and troubleshoot issues on the Banking Import History page.

NetSuite sends all bank data import email notifications to the user who configured the associated format profile record, if one was created. If a statement file was imported using NetSuite's default parser functionality, the user who imported the file receives an email notification that the import was completed or failed. NetSuite also sends email notifications for failed and partially completed imports to the email address listed in the Return Email Address field at Setup > Company > Setup Tasks > Company Information (Administrator).