# What to do if the Uploaded Credit Card Transactions were Loaded Wrong

(Help, I Don't Have any Matches!!!)

Chapter 8

In the Chapter 8 homework assignment, you are asked to import credit card transactions using a CSV file.   After doing the import, you should see all those transactions listed on the **For review** tab of the **Banking** screen. All but one of them should show **Match** in the **ACTION** column. (These are the transactions that QBO could match to transactions you entered in your Chapter 7 assignment using the **Expense** transaction type.) There should be ONE transaction that shows **Add**, not **Match,** in the **ACTION** column. (This is true whether you're doing Math Revealed! or Salish Software Solutions.)

BUT WAIT! What if you load the credit card transactions and NOTHING matches? What if the screen looks like this?
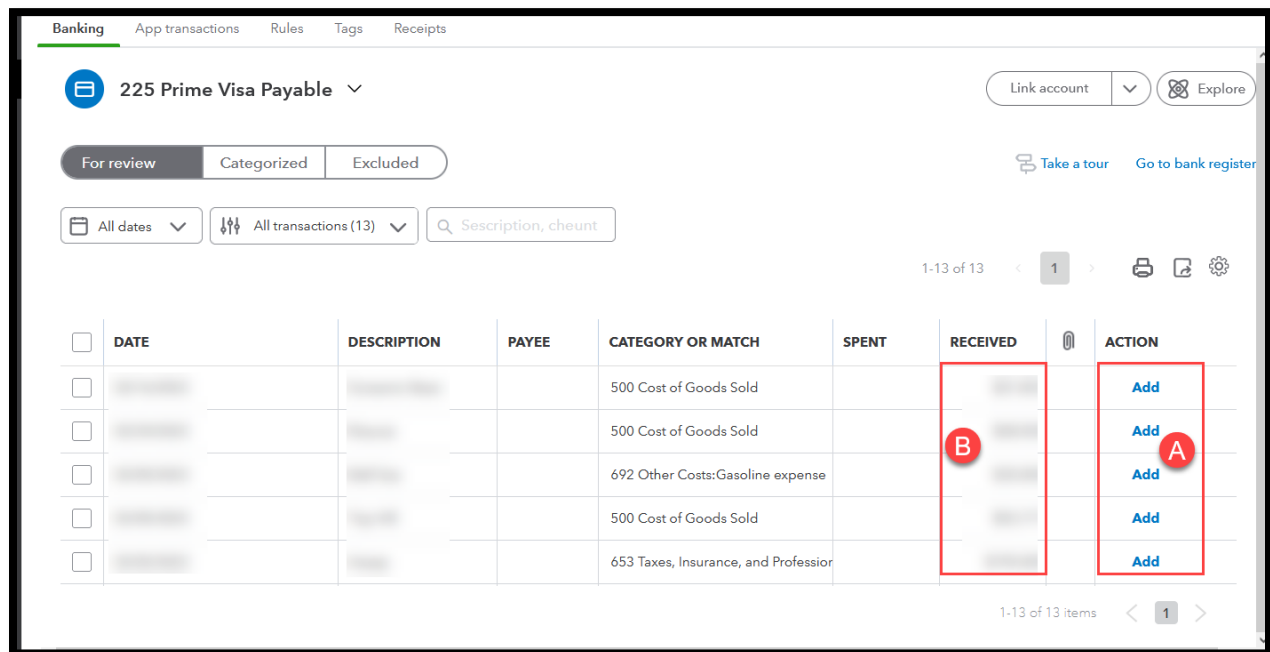
    A: In the **ACTION** column, you see more than one **Add**.

    B: The amounts are listed in the **RECEIVED** column, not the **SPENT** column.

WHY DID THIS HAPPEN?

When you selected the criteria for the import (Step 2 in Figure 8.31), you identified the columns of the CSV file that include the debits and credits to the credit card liability account. QBO uses that information to focus its search for matching transactions.

The headings in the column selection area can be confusing. In QBO, the column that includes debits to the liability account is identified in the **Money Received** dropdown menu. The column that includes credits to the liability account is identified in the **Money Spent** column.

In the CSV file you imported, Column 4 (the D column) includes all the credit charge charges (the credits to the liability account), and Column 3 (the C column) includes the credit card payments (the debits to the liability account).

If you misidentified the columns, no matches would be found, and all transactions would show **Add** in the **ACTION** column.

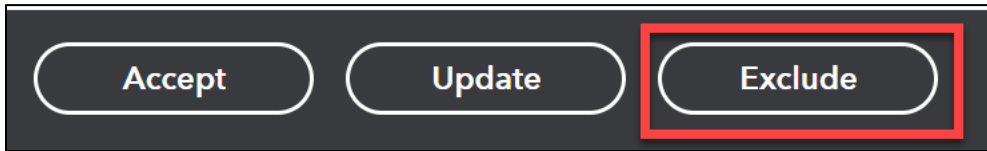| WRONG SELECTION	CORRECT SELECTION

TO REMOVE THE TRANSACTIONS THAT WERE UPLOADED INCORRECTLY:

If you find yourself in the situation described above, then you will need to do two steps:

1. Exclude the transactions that you uploaded.

A. Select all the transactions you want to Exclude. (Check the box(es) next to the transaction(s).) A menu bar will appear.

B. Select **Exclude**. (Excluding the transaction tells QBO to ignore the selected transactions and will move them to the Excluded tab in the banking area. You can delete them from the **Excluded** tab later if you wish.)

2. Redo the file upload. Follow the steps in your homework assignment and pay close attention to your selections in Step 2 for Money Received and Money Spent. The screens are shown above.