Subscriber not found errors in a Usage import file

What the system is trying to tell you is that it cannot find the subscription relating to the usage being imported.

For each of these errors, if the subscription does not exist, you will need to create one.

If the subscription does exists, then the Consumption charge relating to the usage is probably missing. In this case, you have to ?Close? the subscription as of a date prior to the Import Control date (the date on which the import was originally processed), and create a new subscription identical to the old one, except that it should include the Consumption charge relating to the usage.

There is another way to update the subscription without having to [Close] it and re-enter it. You can create an Excel file with the missing consumption charges and, using the ?Subscriber Charges Add? import template, import the charges into your database.

As you correct for each error (or every few errors), if you wish, you can select the import and click the [Process] button ? the system will re-process the file and the number of errors will decrease accordingly, hopefully down to zero.

The error might also be due to the fact that the system is finding multiple subscriptions with the same Subscription ID. In this case, you should [Close] all of the duplicated subscriptions following the above instructions (prior to the date of the Import Control) and recreate a single Subscription that consolidates all of the charges that were present under the duplicated records.

The Subscription ID was always intended to be a unique identifier for Active subscriptions. When you have time available, you should probably try to clean your data and remove any duplicate Subscriptions in order to avoid similar problems in the future.