

Self-Help Guide:

myplace Provider Portal

System Messages and Error Codes

March 2019

Provider Self-Help Guide to Error Codes



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Introduction

The *Provider Self-Help Guide to Error Codes* aims to help providers understand:

- The meaning of the Error Codes in the Provider Portal
- What to do when each error code is displayed

The Error Code tables below describe in further detail the error messages displayed in the NDIS Provider Portal. The tables include:

- Screen Name – the heading at the top of the screen on which the message appears
- Message Displayed – the wording of the message itself, which may be in a pop-up box, at the top of the screen, or near the field in error
- Type of Message – whether the message is for an error which prevents you progressing, for confirmation to warn you of the consequences, or for information
- What does it mean? – an explanation of why you got the message
- What you should do – describes suggested response(s) to the message

If you need further information on how to manage a particular message, search the 'Message Displayed' column for a few words from the message, or search the 'Screen Name' column for the screen. Once you have located the message, check the last two columns for more detail of what occurred, and how to proceed.

NOTE: Some errors do not display a consistent message, these are shown in italics in the Message Displayed column. If you can't find the message by searching for the message text, try scrolling through the messages for the Screen Name.

NOTE: This list will change as the portal functionality improves, please let us know at provider.support@ndis.gov.au if you come across any errors that are not listed.

For more detailed guidance on using the Provider Portal, please refer to NDIA's [Using the myplace provider portal: Step by step guide](#) available in the [Provider Toolkit](#).



Provider Portal Error Codes

Error Codes – Select Provider

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Select Provider	The organisation ID could not be found.	Error	The organisation you selected either no longer exists or isn't linked to your account. For example another user may have updated the organisation, or its links.	Call 1800 800 110 to report the problem and have it investigated.
Select Provider	The organisation ID could not be found. The organisation either no longer exists or is not linked to your account. Call 1800 800 110 to report the problem.	Error	The organisation you selected either no longer exists or isn't linked to your account. For example another user may have updated the organisation, or its links.	Call 1800 800 110 to report the problem and have it investigated.

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Error Codes – Profile

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Profile	You have successfully updated your personal contact details.	Confirmation	You successfully updated your contact details in the About Me section of your Profile.	-
Profile	System error occurred. Please try again later	Error	There was an internal system error which prevented it finding and/or displaying the Organisation data.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Profile	You have successfully updated your organisation's details.	Confirmation	You successfully updated your organisation details.	-
Profile	System error occurred. Please try again later.	Error	There was an internal system error which prevented it adding the role.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Profile	Profile details have been	Confirmation	The person's roles were successfully updated (either added or removed).	Verify that the user's roles are now correct by clicking Open Section on Organisational Staff.

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	updated successfully.			
Profile	You have successfully updated the bank account details for <Organisation Name>.	Confirmation	You have successfully updated your organisation's bank details	-

Error Codes – Edit Contact Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Contact Details	You need to re-enter your telephone number (including the area code) as 10 digits, no spaces.	Error	You have either not supplied a phone number or it is not in the correct format (10 digits with no spaces)	Re-enter your phone number as 10 digits no spaces e.g. 0211112222.

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Edit Contact Details	You need to re-enter your mobile number as 10 digits, starting with '04', no spaces.	Error	You have either not supplied a mobile number or it is not in the correct format (10 digits starting with 04, no spaces)	Re-enter your mobile number as 10 digits starting with '04', no spaces.
Edit Contact Details	You need to enter a valid email address (e.g. your.name@organisation.com.au) with fewer than 256 characters.	Error	You have either not supplied an email address or it is not in the correct format (i.e. address must be < 256 and valid to receive mail)	Enter a valid email address (e.g. your.name@organisation.com.au) with fewer than 256 characters.
Edit Contact Details	Default address not found.	Error	You have attempted to update your contact details but the system has no "default address" on record.	Call 1800 800 110 to resolve.
Edit Contact Details	Update failed, please contact support	Error	There was an internal system error which prevented your update of contact details.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.

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Edit Contact Details	Are you sure you want to exit the Edit Contact Details process? You will lose any data you entered.	Confirmation	You selected Cancel on the Edit Contact Details screen	Select Yes to cancel the updates (you will lose all data you entered), or select No to continue updating
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Error Codes – Edit Organisation Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Organisation Details	Are you sure you want to exit the Edit Organisation Details process? You will lose any data you entered.	Confirmation	You selected Cancel on the Edit Organisation Details screen	Select Yes to cancel the updates (you will lose all data you entered), or select No to continue updating
Edit Organisation Details	Please specify a start date for this role.	Error	There was an internal system error which prevented the automated setting of the role start date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.

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Edit Organisation Details	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	There was an internal system error which prevented the automated setting of the role start date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Edit Organisation Details	Please specify a start date no earlier than today's date.	Error	There was an internal system error which prevented the automated setting of the role start date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Edit Organisation Details	Choose a contact type (role) for the person before selecting Update.	Error	You have not selected the contact type (the person's role) before selecting Update	Select the role to be added, then select Update.
Edit Organisation Details	Are you sure you would like to end date this user role? End dating the role may mean the user will not have access to your organisation.	Confirmation	You selected 'end role' for a person	Confirm that the person either has other roles, or no longer requires access to the Provider Portal. Select Yes to end the role, or No to leave the role in place.

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Edit Organisation Details	Are you sure you want to exit the Add Role process? You will lose any data you entered.	Confirmation	You selected Cancel on Add Role screen	Select Yes to cancel the updates (you will lose all data you entered), or select No to continue updating
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Error Codes – Edit Bank Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Bank Details	You have not provided an account name. You must provide an account name that is no more than 40 characters long and that only uses alphabetic characters (letters) and spaces.	Error	You tried to update the Bank Details without supplying an Account name.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.

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<p>Edit Bank Details</p>	<p>The account name you provided is too long. You must provide an account name that is no more than 40 characters long and that only uses alphabetic characters (letters) and spaces.</p>	<p>Error</p>	<p>The Account name you supplied is longer than 40 characters</p>	<p>Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.</p>
<p>Edit Bank Details</p>	<p>The account name cannot contain numbers or special characters. You must provide an account name that is no more than 40 characters long and that only uses alphabetic characters (letters) and spaces.</p>	<p>Error</p>	<p>The Account name you supplied contains characters other than letters and spaces.</p>	<p>Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.</p>

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Edit Bank Details	You have not provided a BSB. You must provide a BSB that is valid and current. The BSB need to be 6 digits long, no spaces.	Error	You tried to update the Bank Details without supplying a BSB	Enter the organisation bank account BSB as 6 digits, no spaces
Edit Bank Details	The BSB you provided is too long. You must provide a BSB that is just 6 digits long, no spaces.	Error	The BSB you supplied is longer than six digits	Enter the organisation bank account BSB as 6 digits, no spaces
Edit Bank Details	The BSB you provided is not numeric. You must provide a BSB that is 6 digits long, no spaces.	Error	The BSB you supplied is contains characters other than digits	Enter the organisation bank account BSB as 6 digits, no spaces

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Edit Bank Details	The BSB you provided is not a valid BSB. You must provide a BSB that is valid and current. The BSB must be 6 digits long, no spaces.	Error	The BSB you supplied is not valid and current	Check the BSB for the account is correct and enter the organisation bank account BSB as 6 digits, no spaces
Edit Bank Details	You must provide an account number.	Error	You tried to update the Bank Details without supplying an Account Number	Enter the organisation account number as up to 12 digits, no spaces
Edit Bank Details	Bank account number cannot be more than 12 digits in length.	Error	The Account number you supplied is longer than 12 characters	Enter the organisation account number as up to 12 digits, no spaces
Edit Bank Details	The account number you provided is not numeric. You must provide an account number that is up to 12 digits long, no spaces.	Error	The Account number you supplied contains characters other than digits	Enter the organisation account number as up to 12 digits, no spaces

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Edit Bank Details	The start date cannot be empty. Please enter a start date for these banking details.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Edit Bank Details	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Edit Bank Details	The start date is not a valid date. Please correct.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Edit Bank Details	<i>Varied, but may be no text in an error box, technical system message similar to 'PARSE APPLICATION DATA Error during XML =>....'</i>	Error	There was an internal system error which prevented it finding and/or displaying the bank details.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated

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Edit Bank Details	Are you sure you want to exit the Update Bank Details process? You will lose any data you entered.	Confirmation	You selected Cancel on the Edit Bank Details screen	Select Yes to cancel the updates (you will lose all data you entered), or select No to continue updating
Edit Bank Details	Existing Bank Approvals pending for {BP number}	Error	There is an existing request to update bank details in the system.	Check with your organisation's Primary Contact, and wait until the existing request has been processed before retrying.

Error Codes – Inbox

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Inbox	Failed to move messages.	Error	A system error occurred which caused the attempt to move message(s) to or from trash to fail	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated

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Inbox	The message(s) you selected could not be moved. Try again later, or call 1800 800 110 to report the problem.	Error	A system error prevented your messages being moved.	Try again later, or call 1800 800 110 to report the problem.
Inbox	You must select one or more messages before attempting to move them to the trash. Check the box beside the messages you want to remove, or check 'From' at the top of the list to remove all messages on the page.	Error	You tried to move messages to or from trash without selecting any messages	Select one or more messages by checking the box to the left of the messages (or at the top of the page for all on the page). Then select 'Move to Trash'

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Inbox	The system could not find any messages for the selected filter. Try selecting Show:All or Filter:All.	Information	Your organisation currently has no messages in the inbox that match your selections.	If you think there should be messages, try expanding your search. Remove the filter on type (Filter:All), switch from Show Unread to Show All (Show:All) and then search. Or check whether there are any messages in Trash.
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Error Codes – Registration Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Registration Details	You have saved the updated registration group details but not yet submitted them for approval.	Confirmation	You have saved the new/edited registration group details, but not yet submitted them for approval.	The Registration Group details are saved as 'Draft'. To submit the request to add the Registration Group select the pencil icon next to it, check the details, then select Submit.

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Registration Details	You have successfully submitted your new or updated registration details. Check your Inbox for the NDIA decision.	Confirmation	You have submitted the new/edited registration group details for approval.	<p>Wait for the NDIA decision on your new or updated registration.</p> <p>Check your inbox or call 1800 800 110 if you do not receive a letter advising you of the NDIA decision.</p>
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Error Codes – Add Registration Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Registration Details	You must select a registration group to add related professions, then select Submit.	Error	You have tried to add registration group details without selecting a specific registration group	Select the registration group required, then select Submit

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Add Registration Details	You must select at least one of the listed professions within the registration group.	Error	You have tried to add registration group details without selecting the professions you will have available in the group.	Select at least one of the listed professions within the Registration Group, then select Submit
Add Registration Details	You must select the states and territories where you want this registration group and these professions to be registered.	Error	You have tried to add registration group details without selecting the states and territories in which the group will operate.	Select each of the States/Territories in which you wish this Registration Group and Professions to be registered, then select Submit
Add Registration Details	<i>Whatever text the business system provided</i>	Error	There was an internal system error which prevented it finding and/or displaying the requested data.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Registration Details	Error parsing response from server.	Error	There was an internal system error which prevented it finding and/or displaying the requested data.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated

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Add Registration Details	IO Error reading response from server.	Error	There was an internal system communication error.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Registration Details	System Error	Error	There was an internal system communication error.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated

Error Codes – Edit Registration Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Registration details	You must select an action for the registration group.	Error	You didn't select an action for the registration group.	Select whether you would like to suspend or revoke the registration group. Suspend is a temporary, Revoke is permanent withdrawal of the registration group.

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<p>Edit Registration Details</p>	<p>You need to check the start and end dates. The end date must be later than the start date. The dates must be in the format DD/MM/YYYY. Both start and end dates must be between the registration group's start and end dates.</p>	<p>Error</p>	<p>The Action end date is the same as or earlier than the start date.</p>	<p>Check the dates and ensure the start date for the selected action (Suspend/Revoke) is before the end date, and that both dates are between the Registration Group's start and end dates. Both action dates must be in the format dd/mm/yyyy</p>
<p>Edit Registration Details</p>	<p>You need to check the start and end dates. The end date must be later than the start date. The dates must be in the format DD/MM/YYYY. Both start and end dates must be between the registration group's start and end dates.</p>	<p>Error</p>	<p>The Action Start and End dates entered are not within Registration Group start and end dates, or the Action End date is not a valid date</p>	<p>Check the dates and ensure the start date for the selected action (Suspend/Revoke) is before the end date, and that both dates are between the Registration Group's start and end dates. Both action dates must be in the format dd/mm/yyyy</p>

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Edit Registration Details	You need to check the start and end dates. The end date must be later than the start date. The dates must be in the format DD/MM/YYYY. Both start and end dates must be between the registration group's start and end dates.	Error	The Action Start date is either blank or not in the required dd/mm/yyyy format	Check the dates and ensure the start date for the selected action (Suspend/Revoke) is before the end date, and that both dates are between the Registration Group's start and end dates. Both action dates must be in the format dd/mm/yyyy
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Error Codes – Outlet Management

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Outlet Management	You have successfully created the outlet.	Confirmation	You have created the outlet	Select the outlet to review the details and ensure they are correct.

Provider Self-Help Guide to Error Codes



Error Codes – Add Outlet Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Details	You have not provided an outlet name. You must provide an outlet name that is no more than 40 characters long. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.	Error	You tried to add an outlet without supplying an Outlet name	Enter a name (up to 40 characters) for the outlet. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.

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Add Outlet Details	The outlet name you provided is too long. You must provide an outlet name that is no more than 40 characters long. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.	Error	The Outlet name you provided is too long. It must be less than 40 characters	Enter a name (up to 40 characters) for the outlet. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.
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<p>Add Outlet Details</p>	<p>You have not selected a contact person for the outlet. Add the contact person and select Submit. If the staff member is not listed, add them through 'Organisational Staff' under the Profile tile. Then add the outlet details.</p>	<p>Error</p>	<p>You tried to add an outlet without selecting a Contact Person</p>	<p>Select the contact person for the outlet. If the staff member is not listed, add them through Profile>Organisation Staff, then add the outlet details.</p>
<p>Add Outlet Details</p>	<p>You have not provided an outlet phone number. The phone number needs to be 10 digits long, no spaces, and start with either your area code, or 1800 or 1300.</p>	<p>Error</p>	<p>You tried to add an outlet without supplying an outlet phone number</p>	<p>Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.</p>

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<p>Add Outlet Details</p>	<p>The outlet phone number you provided is not in the correct format. It should be 10 digits long, no spaces, and start with either your area code, or 1800 or 1300.</p>	<p>Error</p>	<p>You tried to add an outlet with an Outlet phone number that is not in the correct format</p>	<p>Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.</p>
<p>Add Outlet Details</p>	<p>You did not select a status for your outlet. Select 'Accepting Referrals' if you can take new participants. Select 'Temporary Closure' if you are not currently open for business. Select 'Not Accepting Referrals' if you are operating, but are at full capacity.</p>	<p>Error</p>	<p>You tried to add an outlet without selecting a status for the outlet</p>	<p>Select a status:</p> <ul style="list-style-type: none"> ● Accepting Referrals if you can take new participants. ● Temporary Closure if you are not currently open for business. ● Not Accepting Referrals if you are operating, but at full capacity

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Add Outlet Details	You did not provide a valid email address for the outlet. You need to enter a valid email address (e.g. <u>name@organisation.com.au</u>) with less than 256 characters.	Error	You tried to add an outlet without supplying an outlet E-mail address	Enter the email contact for the outlet. This must be a valid email address with a maximum of 255 characters
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Error Codes – Add Outlet Address Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Address Details	You must provide a street name for the outlet.	Error	You tried to add an outlet without supplying a full outlet address	Start typing the address in the Address field at the top of the group to display a range of valid addresses. Select the correct address from the list to populate the remainder of the address fields. If your address is not listed, type the address into each of the listed fields.

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<p>Add Outlet Address Details</p>	<p>The street name you provided is too long. Street 1 must be less than 80 characters long, including spaces.</p>	<p>Error</p>	<p>The data in Street 1 contains more than 80 characters including spaces</p>	<p>Enter Street 1 as less than 80 characters including spaces.</p>
<p>Add Outlet Address Details</p>	<p>The street name you provided is too long. Street 2 must be less than 80 characters long, including spaces.</p>	<p>Error</p>	<p>The data in Street 2 contains more than 80 characters including spaces</p>	<p>Enter Street 2 as less than 80 characters including spaces.</p>
<p>Add Outlet Address Details</p>	<p>You did not provide a city for the outlet. The city name you provide must be less than 80 characters long, including spaces.</p>	<p>Error</p>	<p>You tried to add an outlet without supplying a city in the outlet address</p>	<p>Enter City as less than 80 characters including spaces.</p>

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Add Outlet Address Details	The city name you provided is too long. The name must be less than 80 characters long, including spaces.	Error	The data in City contains more than 80 characters including spaces	Enter City as less than 80 characters including spaces.
Add Outlet Address Details	Select a state or territory. This might be different to the Location of Services state or territory.	Error	You tried to add an outlet without selecting a State or Territory in the Outlet address	Select the State for the Outlet address. This may be different to the Location of Services State.
Add Outlet Address Details	You did not provide a postcode for the outlet. Enter the postcode as 4 digits, no spaces.	Error	You tried to add an outlet without a postcode in the Outlet address	Enter the post code for the Outlet as 4 digits, no spaces

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<p>Add Outlet Address Details</p>	<p>The postcode you provided is either longer than 4 digits or contains something other than numbers. Enter the postcode for the outlet as 4 digits, no spaces.</p>	<p>Error</p>	<p>The data in postcode is not a valid 4 digit postcode</p>	<p>Enter the post code for the Outlet as 4 digits, no spaces</p>
<p>Add Outlet Address Details</p>	<p>You did not provide a Location of Services or a profession in Services Offered for the outlet. Select at least one of the listed professions from the Services Offered and check that you have selected the state or territory for the Location of Services.</p>	<p>Error</p>	<p>You tried to add an outlet without selecting the location for the services it will deliver</p>	<p>Select the state or territory in which the outlet will provide services. This does not need to be the same state as the Outlet address.</p> <p>If you select a state or territory which has transitioned to the NDIS Quality and Safeguard Commission you will need to add the outlet through the Commission portal.</p>

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Add Outlet Address Details	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	There was an internal system error which prevented the automated setting of the address start and/or end date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Outlet Address Details	Address Start Date must be a valid date	Error	There was an internal system error which prevented the automated setting of the address start date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Outlet Address Details	Address Start Date must be equal to or later than today	Error	There was an internal system error which prevented the automated setting of the address start date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Outlet Address Details	Address End Date must be a valid date	Error	There was an internal system error which prevented the automated setting of the address end date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
Add Outlet Address Details	Address End Date must be equal to or greater than today	Error	There was an internal system error which prevented the automated setting of the address end date	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated

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Error Codes – Add Outlet Services

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Services	You must select at least one of the listed professions within the Services Offered.	Error	You tried to add an outlet without selecting the professions in Services Offered	Mark all the professions you provide through this outlet. There must be at least one, even if the outlet status is Temporary Closure or Not Accepting Referrals.

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Error Codes – Add Outlet Operating Hours

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Operating Hours	There is either a missing time, or the end time is before the start time on {Day}. The start time must be before the end time for each of the days, whether you have marked the day open or not. All times use the 24 hour clock.	Error	There is either a missing time, or the end time is before the start time on the listed day.	Check the start time is before the end time for each of the days, whether you have marked the day open or not. All time use the 24 hour clock.

Error Codes – Edit Outlet Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Details	You have successfully updated the outlet details.	Confirmation	The changes to the outlet details have been applied.	Review the changes in the View Outlet Details screen, then select Provider Finder Review to ensure the outlet is correctly displayed.

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Edit Outlet Details	<i>Whatever text the business system provided</i>	Error	There was an internal system error which prevented your changes from being applied.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Edit Outlet Details	Are you sure you want to exit the Edit Outlet Details process? You will lose any data you entered.	Confirmation	You selected Cancel on a section of the Edit Outlet Details screen	Select Yes to cancel the updates (you will lose all data you entered in that section), or select No to continue updating
Edit Outlet Details	You have not provided an outlet name. You must provide an outlet name that is no more than 40 characters long. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.	Error	You tried to update an outlet without supplying an Outlet name	Enter a name (up to 40 characters) for the outlet. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.

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Edit Outlet Details	The outlet name you provided is too long. You must provide an outlet name that is no more than 40 characters long. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.	Error	The Outlet name you provided is too long, it must be less than 40 characters	Enter a name (up to 40 characters) for the outlet. The name will be publicly visible if you select to have the outlet details available in the Provider Finder.
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<p>Edit Outlet Details</p>	<p>You have not selected an outlet contact person for the outlet. Add the contact person and select Submit. If the staff member is not listed, add them through Profile>Organisation Staff. Then add the outlet details.</p>	<p>Error</p>	<p>You tried to update an outlet without selecting a Contact Person</p>	<p>Select the contact person for the outlet. If the staff member is not listed, add them through Profile>Organisation Staff, then update the outlet details.</p>
<p>Edit Outlet Details</p>	<p>You have not provided an outlet phone number. The phone number needs to be 10 digits long, no spaces, and start with either your area code, or 1800 or 1300.</p>	<p>Error</p>	<p>You tried to update an outlet without providing a Phone Number</p>	<p>Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.</p>

Provider Self-Help Guide to Error Codes



<p>Edit Outlet Details</p>	<p>You did not select a status for your outlet. Select 'Accepting Referrals' if you can take new participants. Select 'Temporary Closure' if you are not currently open for business. Select 'Not Accepting Referrals' if you are operating, but are at full capacity.</p>	<p>Error</p>	<p>You tried to update an outlet without selecting a status for the outlet</p>	<p>Select a status:</p> <ul style="list-style-type: none"> • Accepting Referrals if you can take new participants. • Temporary Closure if you are not currently open for business. Won't be visible in the Provider finder, can't currently provide services • Not Accepting Referrals if you are operating, but at full capacity
<p>Edit Outlet Details</p>	<p>The outlet phone number you provided is not in the correct format. It should be 10 digits long, no spaces, and start with either your area code, or 1800 or 1300.</p>	<p>Error</p>	<p>The Outlet phone number you provided is not in the correct format</p>	<p>Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code (e.g. 02), 1800 or 1300.</p>

Provider Self-Help Guide to Error Codes



Edit Outlet Details	You did not provide a valid email address for the outlet. You need to enter a valid email address (e.g. name@organisation.com.au) with less than 256 characters.	Error	You tried to update an outlet without providing a valid email address	Enter the email contact for the outlet. This must be a valid email address. – includes @.
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Error Codes – Edit Outlet Address Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Address Details	You must provide a street name for the outlet.	Error	You tried to update an outlet without supplying a full outlet address	<p>Start typing the address in the Address field at the top of the group to display a range of valid addresses. Select the correct address from the list to populate the remainder of the address fields.</p> <p>If your address is not listed, type the address into each of the listed fields.</p>

Provider Self-Help Guide to Error Codes



Edit Outlet Address Details	The street name you provided is too long. The name must be less than 80 characters long, including spaces.	Error	The data you provided in Street 1 is too long, it must be less than 80 characters long	Please enter Street 1 as less than 80 characters including spaces.
Edit Outlet Address Details	The street name you provided is too long. Street 2 must be less than 80 characters long, including spaces	Error	The data you provided in Street 2 is too long, it must be less than 80 characters long	Please enter Street 2 as less than 80 characters including spaces.
Edit Outlet Address Details	You did not provide a city for the outlet. The city name you provide must be less than 80 characters long, including spaces.	Error	You tried to update an outlet without providing a City	Please enter City as less than 80 characters including spaces.

Provider Self-Help Guide to Error Codes



Edit Outlet Address Details	The city name you provided is too long. The name must be less than 80 characters long, including spaces.	Error	The data you provided in City is too long, it must be less than 80 characters	Please enter City as less than 80 characters including spaces.
Edit Outlet Address Details	Select a state or territory. This might be different to the Location of Services state or territory.	Error	You tried to update an outlet without selecting a State or Territory as part of the outlet address	Select the State for the Outlet address. This may be different to the Location of Services State
Edit Outlet Address Details	You did not provide a postcode for the outlet. Enter the postcode as 4 digits, no spaces.	Error	You tried to update an outlet without providing a Postcode as part of the address	Enter the post code for the Outlet address as 4 digits, no spaces

Provider Self-Help Guide to Error Codes



Edit Outlet Address Details	The postcode you provided is either longer than 4 digits or contains something other than numbers. Enter the postcode for the outlet as 4 digits, no spaces.	Error	The data you provided in Postcode is either longer than 4 digits or contains something other than numbers	Enter the post code for the Outlet address as 4 digits, no spaces
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Provider Self-Help Guide to Error Codes



Error Codes – Edit Outlet Service Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Service Details	You did not provide a Location of Services or a profession in Services Offered for the outlet. Select at least one of the listed professions from the Services Offered and check that you have selected the state or territory for the Location of Services.	Error	You tried to update an outlet without either a Location of Services, or without a profession in Services Offered	Ensure you have selected the State or Territory for the Location of Services, and that you have marked all the professions you support from this outlet. There must be at least one, even if the outlet status is Temporary Closure or Not Accepting Referrals.

Provider Self-Help Guide to Error Codes



Error Codes – Edit Outlet Operating Hours

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Operating Hours	There is either a missing time, or the end time is before the start time on {Day}. The start time must be before the end time for each of the days, whether you have marked the day open or not. All times use the 24 hour clock. E.g. 13:00 for 1pm.	Error	There is either a missing time, or the end time is before the start time on the listed day.	Ensure the start time is before the end time for each of the days, whether you have marked the day or open or not. All time use the 24 hour clock.

Error Codes – Add Service Booking

Provider Self-Help Guide to Error Codes



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Service Booking	You have tried to create a Plan Management service booking. Plan managed service bookings can only be created by Plan Managers who already have a service booking for Plan Management in place with the participant. Call 1800 800 110 for further information.	Warning	Plan Managed service bookings can only be created by Plan Managers who already have a service booking for Plan Management in place with the Participant.	If you are a plan manager and wish to create service bookings for the Participant, call 1800 800 110 as the Agency must create the Service Booking for Plan Management.

Provider Self-Help Guide to Error Codes



Add Service Booking	You did not select a Service Booking type. Select Standard Booking from the Service Booking Type dropdown, unless you are a Plan Manager and creating a Plan Managed booking.	Error	Service Booking Type not selected	Select 'Standard Booking' from the Service Booking Type drop down, unless you are a Plan Manager and creating a Plan Managed booking
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Provider Self-Help Guide to Error Codes



<p>Add Service Booking</p>	<p>The participant does not have a plan that covers the entire period for the dates you entered. To ensure you are paid for services under a new plan yet to be approved, obtain written agreement from the participant that clearly states their agreement for you to continue to provide services.</p>	<p>Information</p>	<p>Participant does not have a plan that covers the entire period between the start and end dates.</p>	<p>If the plan has expired and you were providing services to the Participant under the previous plan, obtain written agreement from the participant that clearly states their agreement for you to continue to provide services. This will allow you to claim once the new plan is approved or the old one extended. Ask that the participant notify you when the new plan is approved.</p>
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Provider Self-Help Guide to Error Codes



<p>Add Service Booking</p>	<p>The service booking start date you provided is after the service booking end date. Check your dates and update either the start date or end date or both to fit within the participant's plan.</p>	<p>Error</p>	<p>Service booking start date is after service booking end date</p>	<p>Check the dates you have entered and update either start date, end date or both to fit within the Participant's Plan.</p>
<p>Add Service Booking</p>	<p>This service booking is retrospective. If you intended it to be retrospective, select Find Plan to continue, otherwise update the start and end dates.</p>		<p>The service booking type was selected after the dates were entered on a retrospective booking</p>	<p>If the service booking is intended to be retrospective. Re-enter the dates and continue</p>

Provider Self-Help Guide to Error Codes



<p>Add Service Booking</p>	<p>You have not selected a category in the Support budget dropdown. Select the one this part of the service booking covers.</p>	<p>Error</p>	<p>You have not selected a category in the Support budget drop down</p>	<p>The valid categories for this Participant are in the support budget drop down. Select the one this part of the service booking covers</p>
<p>Add Service Booking</p>	<p>Enter the amount that needs to be allocated. The amount is the unit cost. The total will be calculated by multiplying the unit cost by the quantity.</p>	<p>Error</p>	<p>You have not entered the amount that needs to be allocated to cover this support item</p>	<p>The amount is the unit cost. The total will be calculated by multiplying the unit cost by the quantity</p>
<p>Add Service Booking</p>	<p>Item assistance dog (including guide dog) ongoing costs already present in service booking 50012258 from 21.03.2018 to 22.03.2018.</p>	<p>Error</p>	<p>The listed item is already included in an existing service booking for the Participant</p>	<p>Save what you have done of this service booking so far (unless this is the only item). Review the other service booking if you are able to (only if the service booking is one you have with the provider, you won't be able to if it is with another provider)</p>

Provider Self-Help Guide to Error Codes



Error Codes – View Service Booking Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
View Service Booking Details	This service booking is inactive, as its end date has already passed. You are not able to change the end date now. Create a new service booking to cover the extended date range.	Warning	The service booking has already ended and therefore the end date cannot be changed	Either create a new service booking to cover the extended date range, or call 1800 800 110.

Provider Self-Help Guide to Error Codes



Error Codes – Payment Request

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Payment Request	Your organisation does not have an active bank account recorded in the system. Your organisation’s account manager will need to add bank account details for the organisation before any payment requests can be added.	Info	Your organisation does not have any bank details recorded in the system. You will not be able to create any new payment requests.	Your organisation’s account manager needs to add the bank account for the organisation before any payment requests can be added. Go to Profile>Bank Details>Add Bank Detail to add the Account Name, BSB and Account Number.

Provider Self-Help Guide to Error Codes



Error Codes – Create Payment Request

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Create Payment Request	The NDIS number you provided is not valid. It should be 9 digits long, with no spaces, and start with '43'.	Error	The NDIS number you entered to find the Participant is not a valid 9 digit NDIS number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'
Create Payment Request	You must enter the NDIS number to continue. It should be 9 digits long, with no spaces, and start with '43'.	Error	You didn't enter the NDIS number when you tried to find the Participant by number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'

Provider Self-Help Guide to Error Codes



<p>Create Payment Request</p>	<p>You must provide the participant's first name and last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>	<p>Error</p>	<p>You didn't enter the First and Last names when you tried to find the Participant by name.</p>	<p>Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>
<p>Create Payment Request</p>	<p>You must provide the participant's first name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>	<p>Error</p>	<p>You didn't enter the First name when you tried to find the Participant by name.</p>	<p>Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>

Provider Self-Help Guide to Error Codes



<p>Create Payment Request</p>	<p>You must provide the participant's last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>	<p>Error</p>	<p>You didn't enter the Last name when you tried to find the Participant by name.</p>	<p>Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>
<p>Create Payment Request</p>	<p>You tried to search without entering a name or NDIS number. Use the NDIS number if you have it.</p>	<p>Error</p>	<p>You tried to search without choosing whether to search by name or NDIS number.</p>	<p>Choose whether to search by name or NDIS number. Use NDIS number if you have it available</p>
<p>Create Payment Request</p>	<p>No search results have been found. Please refine the search criteria and search again</p>	<p>Error</p>	<p>The person you have searched for does not have a service booking with your organisation, or is not a participant of the NDIS.</p>	<p>Check that you have entered the search criteria correctly (First and Last Name, or NDIS number).</p> <p>Check the entered Participant information. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>

Provider Self-Help Guide to Error Codes



Create Payment Request	Are you sure you want to exit the Payment Request process? You will lose any data you entered.	Confirmation	You selected Cancel on the New Payment Request screen	Select Yes to cancel the updates (you will lose all data you entered in that section), or select No to continue updating
Create Payment Request	You have successfully submitted your payment requests for processing.	Confirmation	All the payment requests you tried to submit were successfully submitted for processing	-
Create Payment Request	There was a problem with one or more of the payment requests you have submitted. Please call 1800 800 110 for assistance.	Warning	Some of the payment requests you submitted were successful but some were not	Go to Payment Request>View Payment Request so that you can review the unsuccessful payment requests. Contact the Provider Payment Team at provider.payment@ndis.gov.au for assistance to resolve any issues.

Provider Self-Help Guide to Error Codes



<p>Create Payment Request</p>	<p>There was a problem with one or more of the payment requests you submitted. Go to View Payment Request so that you can review the unsuccessful payment requests.</p> <p>Email the Provider Payment Team at provider.payment@ndis.gov.au or call 1800 800 110 for assistance with any issues you cannot resolve.</p>	<p>Error</p>	<p>None of the payment requests you submitted were successful</p>	<p>Go to Payment Request>View Payment Request so that you can review each payment request.</p> <p>Contact the Provider Payment Team at provider.payment@ndis.gov.au for assistance to resolve any issues.</p>
<p>Create Payment Request</p>	<p><i>Whatever the business system sent back.</i></p>	<p>Error</p>	<p>There was an internal system error which prevented your changes payment request from being created.</p>	<p>Go to Payment Request>View Payment Request so that you can review whether any or all of the payment requests were created.</p>

Provider Self-Help Guide to Error Codes



				Contact the Provider Payment Team at provider.payment@ndis.gov.au for assistance to resolve any issues.
Create Payment Request	Start date of support cannot be empty.	Field level error	You tried to create a payment request without specifying when the support was delivered.	Enter start and end dates for the service delivered. These must be valid dates where start date is less than or equal to end date, and the period spanned must fit wholly within the period of the service booking.
Create Payment Request	End date of support cannot be empty.	Field level error	You tried to create a payment request without specifying when the support was delivered.	Enter start and end dates for the service delivered. These must be valid dates where start date is less than or equal to end date, and the period spanned must fit wholly within the period of the service booking.
Create Payment Request	Please enter a valid value in Your Invoice Number field.	Field level error	You tried to create a payment request without specifying your internal invoice number. This is needed to enable you to cross reference payment requests	Enter your own tracking identifier
Create Payment Request	Select support category.	Field level error	You tried to create a payment request without specifying the support that was delivered.	Select from the drop down list, this is limited to the supports available to the participant
Create Payment Request	This support item was not found in chosen support category.	Field level error	You tried to create a payment request for a specified item that is not in the selected support category	You must enter an item number if there is one for the service booking. Select the magnifying glass next to Item Number, then select the item.

Provider Self-Help Guide to Error Codes



<p>Create Payment Request</p>	<p>The quantity cannot be zero.</p>	<p>Field level error</p>	<p>You tried to create a payment request without specifying the number of services delivered.</p>	<p>Enter quantity less than or equal to the quantity available in the service booking. Quantity must be greater than zero.</p> <p>The total quantity across all payment requests for the service booking must not exceed the quantity specified in the service booking.</p>
<p>Create Payment Request</p>	<p>Invalid payment amount.</p>	<p>Field level error</p>	<p>The payment amount you are requesting is either blank or not numeric</p>	<p>Enter an amount greater than zero, and less than or equal to the total for the service booking.</p> <p>The total across all payment requests for the service booking must not exceed the amount specified in the service booking.</p>
<p>Create Payment Request</p>	<p>To submit you need to accept the price guide declaration.</p>	<p>Error</p>	<p>You selected then deselected the mandatory price guide declaration</p>	<p>Tick the mandatory price guide declaration box and then select Submit.</p>

Provider Self-Help Guide to Error Codes



Error Codes – View Payment Requests

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
View Payment Requests	No payment requests have been found for your search criteria. Try removing or expanding one or more of your search criteria or extend the date range for the submitted date.	Informational	There are no payment requests that match the search criteria you entered	Try removing or expanding one or more of your search criteria. For example, remove the status criterion, or extend the date range for submitted date.

Provider Self-Help Guide to Error Codes



<p>View Payment Requests</p>	<p>You have successfully cancelled your payment request. If the payment request had a status of 'Paid' you will either receive an invoice from the NDIA, or the amount will be offset against future payment requests.</p>	<p>Confirmation</p>	<p>Payment request was successfully cancelled.</p> <p>If the payment request had status of 'Paid' you will either receive an invoice from the NDIA, or the amount will be offset against future payment requests.</p>	<p>-</p>
<p>View Payment Requests</p>	<p>System error occurred. Please try again later.</p>	<p>Error</p>	<p>There was in internal system error.</p>	<p>Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated</p>

Provider Self-Help Guide to Error Codes



<p>View Payment Requests</p>	<p>You have searched for payment requests without providing sufficient search criteria. To search by submitted payment request, select the criteria to 'Search by' and enter the value in 'Search criteria'. To search by bulk payment request, either select File Name in 'Search by' and enter the name of the bulk upload file; or select Duration in 'Search by' and enter from and to dates. Then select 'Get Files' and choose from the files listed</p>	<p>Error</p>	<p>You tried to search for Bulk Payment Requests without either choosing a value in 'Search by', or without putting values in for the criteria.</p> <p>Or you tried to search submitted payment requests without selecting the search criteria</p>	<p>For search by bulk payment request:</p> <ul style="list-style-type: none"> • Select File Name in 'Search by' and enter the name of the bulk upload file; or • Select Duration in 'Search by', enter from and to dates, select 'Get Files', then choose from the files listed in the File Name drop down <p>For search by submitted payment request</p> <ul style="list-style-type: none"> • Select the criteria to 'Search by' • Enter the value in 'Search criteria'
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Provider Self-Help Guide to Error Codes



	in the File Name dropdown.			
View Payment Requests	You entered a To date that is before the From date. You must enter a valid date range.	Error	The bulk upload 'To' date you provided is before 'From' date.	Update the 'From' and/or 'To' dates for cover a valid period, Get Files, then choose from the files listed in the File Name drop down.
View Payment Requests	Please input a valid From Date	Error	The 'From' date on the search for uploaded bulk payments files is empty or in incorrect format.	Enter the 'From' and 'To' dates in the format dd/mm/yyyy, or select them using the calendar tool.
View Payment Requests	Please input a valid To Date	Error	To date on bulk claims search is empty or in incorrect format	Enter the 'From' and 'To' dates in the format dd/mm/yyyy, or select them using the calendar tool.

Provider Self-Help Guide to Error Codes



<p>View Payment Requests</p>	<p>No bulk payment request files were uploaded between the dates specified, or with the file name specified. Expand your date range if required, and use the Get File button to retrieve all files submitted during that period.</p>	<p>Error</p>	<p>There were no bulk payment request files uploaded between the dates specified, or with the file name specified.</p>	<p>Expand your date range if required, and use the Get File button to retrieve all files submitted during that period</p>
<p>View Payment Requests</p>	<p>The NDIS number you provided is not a valid NDIS number. It should be 9 digits long, with no spaces, and start with '43'.</p>	<p>Error</p>	<p>The Participant's NDIS number is not in the correct format.</p>	<p>Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'</p>

Provider Self-Help Guide to Error Codes



<p>View Payment Requests</p>	<p>The Payment Request Number you provided is not a valid number. It should be 8 digits long, with no spaces, and start with '10'.</p>	<p>Error</p>	<p>When searching by submitted payment request / request number, the Payment request number is not in the correct format.</p>	<p>Check the payment request number. Enter as 8 digits, not spaces, starting with '10'</p>
<p>View Payment Requests</p>	<p>The Support Item Number you provided is not a valid number. It should be no more than 60 characters long, with no spaces. Check that it is the same as the Support Item Number in the service booking.</p>	<p>Error</p>	<p>When searching by submitted payment request and support item number, the Support Item Number is not in the correct format</p>	<p>Check that the support item number is no more than sixty characters, and ensure it is the same as the support item number in the service booking</p>

Provider Self-Help Guide to Error Codes



<p>View Payment Requests</p>	<p>The Invoice Number you provided is not a valid number. It must be no longer than 50 characters, with no spaces.</p>	<p>Error</p>	<p>When searching by submitted payment request and invoice number, the Invoice Number is not in the correct format</p>	<p>Check that the Invoice number is longer than fifty characters</p>
<p>View Payment Requests</p>	<p>Are you sure you would like to cancel the selected payment?</p> <p>If the Payment Request has not yet been paid, select Yes if you would like to stop the payment being made, and submit a replacement payment request.</p>	<p>Confirmation</p>	<p>You selected Cancel on the Payment Request Details screen</p>	<p>If the Payment Request has not yet been paid, select Yes if you would like to stop the payment being made, and submit a replacement payment request.</p> <p>If the Payment Request was submitted in error, and has been paid, select Yes if you want to reverse the payment (which may result in an invoice from NDIA to recover the funds paid, or these funds may be offset against future payment requests).</p> <p>Otherwise, select No</p>

Provider Self-Help Guide to Error Codes



	<p>If the Payment Request was submitted in error, and has been paid, select Yes if you want to reverse the payment (which might result in an invoice from NDIA to recover the funds paid, or these funds might be offset against future payment requests).</p> <p>Otherwise, select No.</p>			
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Provider Self-Help Guide to Error Codes



Error Codes – Bulk Upload

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Bulk Upload	Use your new provider registration number for the new system. You can find it in your profile details. The In-Kind item is not yet available to claim.	Warning	<p>Advising you that you need to use your new provider registration number.</p> <p>Advising you that you must not include 'in-kind' items in your payment requests</p>	Check when you create your bulk upload file that the provider registration number matches your Organisation Id in your profile (Select Home, Profile, My Organisation Details to check).

Provider Self-Help Guide to Error Codes



<p>Bulk Upload</p>	<p>You have not selected a file, or have selected a file that does not have a CSV or XML extension. Check that you have selected a file and that it is a valid CSV or XML file. Refer to the Bulk Payment self help guide if you have any issues.</p>	<p>Error</p>	<p>You have either not selected a file, or have selected a file that does not have a CSV or XML extension</p>	<p>Check that you saved the Bulk Payment Request file as a CSV or XML and retry. Open the file, ensure the date formats are correct (YYYY-MM-DD), and save as a CSV. Refer to the Bulk Payment self help guide.</p>
<p>Bulk Upload</p>	<p>The document size exceeds the maximum upload limit of 10MB. Please amend the document and try uploading it again.</p>	<p>Error</p>	<p>The file you are trying to upload is too large.</p>	<p>Bulk upload will not allow a file larger than 10MB. Sometimes a file larger than 10MB but smaller than 11MB will display as 10MB in size.</p> <p>Open the bulk upload file and save as two files (half the records in each file), making sure you check that the date formats are correct (YYYY-MM-DD)</p>

Provider Self-Help Guide to Error Codes



<p>Bulk Upload</p>	<p>You have attempted to upload a file that exceeds 10MB in size. Open the bulk upload file and save it as 2 or more files (splitting the records across the files). Check that the date formats are correct (YYYY-MM-DD). Then try uploading it again.</p>	<p>Error</p>	<p>Bulk Upload</p>	<p>You have attempted to upload a file that exceeds 10MB in size. Open the bulk upload file and save it as 2 or more files (splitting the records across the files). Check that the date formats are correct (YYYY-MM-DD). Then try uploading it again. The document size exceeds the maximum upload limit of 10MB . Please amend the document and try uploading it again.</p>
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Provider Self-Help Guide to Error Codes



Bulk Upload	You have attempted to upload a file with a file name (including the file extension) that exceeds 20 characters in length. Resave the file with a shorter filename, check that the date formats are still correct (YYYY-MM-DD). Then try uploading it again.	Error	The file name including the extension (.CSV or .XML) is more than 20 characters.	Resave the file with a filename (including extension) of less than 20 characters, check that the date formats are still correct (YYYY-MM-DD). Then resubmit.
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Provider Self-Help Guide to Error Codes



Bulk Upload	You tried to upload a file that includes more than 5000 payment references. This volume of data exceeds our system limits. Open the file and save as two or more files, each containing a subset of the data. Then try uploading it again.	Error	Bulk upload will not allow a file larger than 5000 rows. Your file contains more than that.	Open the file and save as two or more files each containing a subset of the data, then resubmit
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Provider Self-Help Guide to Error Codes



Bulk Upload	The file you tried to upload is missing the first row (header) or it has incorrect data. Download the template again into a new file and copy the data into the new file. Check you have retained the header row and that all columns are correctly formatted (including dates). Then try uploading it again.	Error	The first row (header) of your file is missing or has incorrect data.	Download the template again into a new file, copy the data into the new file ensuring you retain the header row and that all columns are correctly formatted (including dates), then resubmit.
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Provider Self-Help Guide to Error Codes



<p>Bulk Upload</p>	<p>Your file could not be uploaded as one or more records are in error. Select the download link to access the error file. The error file is the same as the file you uploaded, but with an extra column at the beginning listing the errors in that payment request. Correct the errors and save the file with a new file name. Then try uploading it again.</p>	<p>Error</p>	<p>Errors were found in one or more rows in the file.</p>	<p>Select the download link to access the error file. The error file is the same as the file you uploaded, but with an extra column at the beginning listing the errors in that payment request. Correct the errors, save the file with a new file name and retry upload.</p>
<p>Bulk Upload</p>	<p>To submit you need to accept the price guide declaration.</p>	<p>Error</p>	<p>You selected then deselected the mandatory price guide declaration.</p>	<p>Tick the mandatory price guide declaration box and then select Submit.</p>

Provider Self-Help Guide to Error Codes



Bulk Upload	There are some technical issues, we are unable to process your request. Please try again later.	Error	An internal system error has occurred.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Bulk Upload	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	An internal system error has occurred.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.

Provider Self-Help Guide to Error Codes



<p>Bulk Upload</p>	<p>You have successfully uploaded your file for further processing. Wait a day or so for the file to be processed and validated. Once the validation is complete, you will be able to view the uploaded records using the View Payment Request screen.</p>	<p>Confirmation</p>	<p>Your payment requests file has been uploaded for processing.</p>	<p>Wait for a day or so, then use the View Payment Requests screen to check the status of the individual payment requests.</p> <p>Select Home, Payment Request, View Payment Requests. Select View By 'Uploaded Bulk Payment File'.</p>
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Provider Self-Help Guide to Error Codes



Error Codes – Bulk Payment Request CSV Messages

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Bulk Payment Request CSV Messages	Empty Registration No.	Error	This payment request is missing your Provider Registration Number.	Enter your Provider Registration Number (also called your BP number or Organisation ID), it must be numbers only and can be found under My Organisation Details on the Profile page
Bulk Payment Request CSV Messages	Invalid Registration No.	Error	Your Provider Registration number is not valid on this payment request.	Check that your Provider Registration Number (also called your BP number) is correct, it must be numbers only and can be found under My Organisation Details on the Profile page
Bulk Payment Request CSV Messages	Empty NDIS No.	Error	This payment request is missing the Participant’s NDIS Number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with ‘43’
Bulk Payment Request CSV Messages	Invalid NDIS No.	Error	The Participant’s NDIS Number is invalid on this payment request.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with ‘43’
Bulk Payment Request CSV Messages	Empty Start Date.	Error	The Start (From) date on this payment request is empty	Enter the start date for the support in the format YYYY-MM-DD. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.

Provider Self-Help Guide to Error Codes



Bulk Payment Request CSV Messages	Invalid Start Date format. Enter as YYYY-MM-DD.	Error	The Start (From) date on this payment request is not in the required format, or is before 1900.	Enter the start date for the support in the format YYYY-MM-DD. Start date must be no earlier than the start date of the service booking, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.
Bulk Payment Request CSV Messages	Empty End Date.	Error	The End (To) date on this payment request is empty	Enter the end date for the support in the format YYYY-MM-DD. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.
Bulk Payment Request CSV Messages	Invalid End Date format. Enter as YYYY-MM-DD.	Error	The End (To) date on this payment request is not in the required format, or is before 1900.	Enter the end date for the support in the format YYYY-MM-DD. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.
Bulk Payment Request CSV Messages	Empty Item Number.	Error	The Item number on this payment request is empty	<p>If the Service Booking specifies support item enter the support item number.</p> <p>If the Service Booking was not at item level, enter the item number of the support category</p>

Provider Self-Help Guide to Error Codes



Bulk Payment Request CSV Messages	Invalid Item Number.	Error	The Item number on this payment request is too long (more than 60 characters)	Copy the item number from the service booking to ensure it is correct.
Bulk Payment Request CSV Messages	Empty GST Value.	Error	The GST code on this payment request is empty	Enter the appropriate GST value for the support item. P1=10%GST, P2=GST Free, P5=GST Out of Scope
Bulk Payment Request CSV Messages	Invalid GST Value.	Error	The GST code value on this payment request is not valid	Enter the appropriate GST value for the support item. P1=10%GST, P2=GST Free, P5=GST Out of Scope
Bulk Payment Request CSV Messages	Invalid Claim Reference.	Error	The Invoice number/claim reference on this payment request is too long (more than 50 characters) or contains invalid characters	Enter your organisation's invoice or reference number. It must be no more than 50 characters and contain letters, numbers and spaces only.
Bulk Payment Request CSV Messages	Empty Quantity and Hours.	Error	Both Quantity and Hours are empty on this payment request	Enter either Hours (in the format HHH:MM without leading zeros) or Quantity (in whole numbers), but not both, for each payment request (row).
Bulk Payment Request CSV Messages	Invalid Quantity Value.	Error	The Quantity specified in this payment request is not in the required format	Enter the quantity as a whole number, i.e. without decimal points
Bulk Payment Request CSV Messages	Invalid hours. Use HH:MM format. For e.g.: 2 hours 30 minutes as 2:30.	Error	The Hours specified in this payment request is not in the required format.	Enter the hours in the format HHH:MM without leading zeros. E.g. two and a half hours is 2:30, thirteen hours is 13:00

Provider Self-Help Guide to Error Codes



Bulk Payment Request CSV Messages	Both duration and quantity cannot co-exist. Input relevant value.	Error	You have specified both Hours and Quantity in the same payment request, it cannot include both	Enter either Hours (in the format HHH:MM without leading zeros) or Quantity (in whole numbers), but not both, for each payment request (row).
Bulk Payment Request CSV Messages	Empty Unit Price.	Error	The Unit Price on this payment request is empty	Enter the unit price. The unit price applies either to the hours or the quantity, whichever is relevant for this row. Unit price must be in dollars and cents without the \$.
Bulk Payment Request CSV Messages	Invalid Price.	Error	The Unit Price on this payment request is not a valid price	Enter the unit price in dollars and cents without the \$.
Bulk Payment Request CSV Messages	Start date of support cannot be after support end date.	Error	The Start date for this payment request is after End date.	Enter the end date for the support in the format YYYY-MM-DD. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.

Provider Self-Help Guide to Error Codes



Bulk Payment Request CSV Messages	Start date of support cannot be in future.	Error	The Start date for this payment request is after today. Payments cannot be made prior to services being delivered.	Enter the start date for the support in the format YYYY-MM-DD. Start date must be no earlier than the start date of the service booking, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.
Bulk Payment Request CSV Messages	End date of support cannot be in future.	Error	The End date for this payment request is after today. Payments cannot be made prior to services being delivered.	Enter the end date for the support in the format YYYY-MM-DD. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file.
Bulk Payment Request CSV Messages	Invalid Date Format.	Error	Either one or both of the Start (From) and End (To) dates on this payment requests is not in the format YYYY-MM-DD.	Ensure both start and end date are in the format YYYY-MM-DD, are not in the future, are within the service booking dates, and that end date is no earlier than start date.
Bulk Payment Request CSV Messages	Invalid Claim Reason.	Error	Your organisation's invoice or reference number (Claim reason) in this payment request is not valid	Enter your organisation's invoice or reference number. It must be no more than 50 characters and contain letters, numbers and spaces only.

Provider Self-Help Guide to Error Codes



Bulk Payment Request CSV Messages	C03- Invoice Date outside Service Booking.	Error	The dates you have entered do not fit entirely within the service booking dates	Re-enter the dates ensuring they are within your existing service booking
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Error Codes – Payment Summary

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Payment Summary	You must enter a From date. The From date must be in the format DD/MM/YYYY.	Error	The From Date entered is invalid, or no From Date was supplied	Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days.

Provider Self-Help Guide to Error Codes



<p>Payment Summary</p>	<p>You entered a To date that is before the From date. You must enter a valid date range. Either remove the To date (it will default to 30 days after the From date), or ensure both From and To dates are in the format DD/MM/YYYY, that the To date is no earlier than the From date, that the From date is not in the future, and that they span no more than 30 days.</p>	<p>Error</p>	<p>The To Date you entered is before the From Date</p>	<p>Either remove the 'To' date (it will default to 30 days after the 'From' date), or ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days.</p>
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Provider Self-Help Guide to Error Codes



<p>Payment Summary</p>	<p>You entered a Payment Summary date range that exceeds the limit of 30 days at any one time. Adjust either the From or To dates, or remove the To date (it will default to 30 days after the From date). Check that the From and To dates are both in the format DD/MM/YYYY, that the To date is no earlier than the From date, that the From date is not in the future, and that they span no more than 30 days.</p>	<p>Error</p>	<p>The dates entered span a period of more than 30 days.</p>	<p>Adjust either the 'From' or 'To' dates, or remove the 'To' date (it will default to 30 days after the 'From' date). Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days.</p>
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Provider Self-Help Guide to Error Codes



<p>Payment Summary</p>	<p>You entered a From date that is in the future. Payment requests cannot be submitted with future dates. Check that the From and To dates are both in the format DD/MM/YYYY, that the To date is no earlier than the From date, that the From date is not in the future, and that they span no more than 30 days.</p>	<p>Error</p>	<p>The 'From' date entered is in the future. Payment requests cannot be submitted with future dates.</p>	<p>Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days</p>
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Provider Self-Help Guide to Error Codes



Error Codes – Quotations

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Quotations	Your organisation has no quotations to display.	Informational	There have been no quotations sent to your organisation for response	-

Error Codes – View Quotation Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
View Quotation Details	You have not provided specifications for the quotation. If there are no specifications, enter 'not applicable' (NA).	Error	You have not supplied any Specifications	Enter the specifications for the quoted supports or 'Not applicable'

Provider Self-Help Guide to Error Codes



View Quotation Details	You have not provided supply details for the quotation. If there are no supply details, enter 'not applicable' (NA).	Error	You have not entered any Supply Details	Enter the supply details for the quoted supports or 'Not applicable'
View Quotation Details	You have not supplied a price per unit. You must provide the unit price for the quoted items in dollars and cents without the '\$'. The price must exclude GST.	Error	You have not supplied a Price per Unit	Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.
View Quotation Details	The price per unit that you entered is not correctly formatted. The price should be formatted as 0.00.	Error	The Price per Unit you entered is not in the correct format	Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.

Provider Self-Help Guide to Error Codes



<p>View Quotation Details</p>	<p>You have not entered the GST per unit. You must enter the GST for the quoted items in dollars and cents without the '\$'. If the item does not attract GST, enter 0.00.</p>	<p>Error</p>	<p>You have not entered the GST per Unit</p>	<p>Enter the GST for the quoted items in dollars and cents without the \$. If there is no GST, enter 0.00.</p>
<p>View Quotation Details</p>	<p>Invalid GST amount, Please enter GST amount in 0.00 format</p>	<p>Error</p>	<p>The GST per Unit you entered is not in the correct format</p>	<p>Enter the GST for the quoted items in dollars and cents without the \$. If there is no GST, enter 0.00.</p>
<p>View Quotation Details</p>	<p>You have not entered the inclusions. Enter the inclusions for the quoted supports or enter 'Not applicable' (NA).</p>	<p>Error</p>	<p>You have not entered the Inclusions</p>	<p>Enter the inclusions for the quoted supports or 'Not applicable'</p>

Provider Self-Help Guide to Error Codes



<p>View Quotation Details</p>	<p>You have not entered the specific inclusions. Enter the specific inclusions for the quoted supports or enter 'Not applicable' (NA).</p>	<p>Error</p>	<p>You have not entered any Specific Exclusions</p>	<p>Enter the specific exclusions for the quoted supports or 'Not applicable'</p>
<p>View Quotation Details</p>	<p>You need to select the terms of quote to continue. You should indicate whether the quote is valid for 30 days or 60 days. The quote must be valid for at least 30 days. If it is valid for more than 60 days select 60.</p>	<p>Error</p>	<p>You have not selected the Terms of Quote</p>	<p>Please select whether the quote is valid for 30 days or 60 days. The quote must be valid for at least 30 days. If it is valid for more than 60 days select 60.</p>

Provider Self-Help Guide to Error Codes



<p>View Quotation Details</p>	<p>A system error occurred while submitting the quotation. Try again later, or call 1800 800 110 to report the problem.</p>	<p>Error</p>	<p>An internal system error has occurred during the submission of the quotation</p>	<p>Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.</p>
<p>View Quotation Details</p>	<p>You have successfully submitted your quotation. Check the Quotations screen periodically to track the status.</p>	<p>Confirmation</p>	<p>Your quotation has been submitted to the NDIA</p>	<p>Check the Quotations screen periodically to ensure the details are correct, and to track the status</p>

Provider Self-Help Guide to Error Codes



Error Codes – Messages

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Messages	No search results have been found. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.	Error	No participant found when searching for a participant to chat with	The details must match a Participant you currently provide services to. Enter both the NDIS number and the last name to find the Participant.

Provider Self-Help Guide to Error Codes



<p>Messages</p>	<p>You tried to search without supplying the participant's NDIS number. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.</p>	<p>Error</p>	<p>You tried to search without supplying the Participant's NDIS number</p>	<p>The details must match a Participant you currently provide services to.</p> <p>Enter both the NDIS number and the last name to find the Participant.</p>
<p>Messages</p>	<p>You tried to search without supplying the participant's last name. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.</p>	<p>Error</p>	<p>You tried to search without supplying the Participant's Last name</p>	<p>The details must match a Participant you currently provide services to.</p> <p>Enter both the NDIS number and the Last name to find the Participant.</p>



Error Codes – Link to My Organisation

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Link to My Organisation	You must specify an ABN to perform the search. The organisation you want to link to must already be (or intend to become) a registered provider with the NDIS.	Error	You tried to search without providing an ABN for the company	Enter the ABN of the organisation you want to link to. The organisation must already be (or intend to become) a registered provider with the NDIS.
Link to My Organisation	Invalid details have been entered.	Error	The ABN entered does not conform to the ABN format (11 digits, no spaces)	Check the ABN of the organisation and re-enter as 11 digits, no spaces. The ABN can be found on the organisation's tax invoices or through the ABR lookup service.

Provider Self-Help Guide to Error Codes



<p>Link to My Organisation</p>	<p>The ABN you entered is too long or contains prohibited characters. It must have 11 digits, no spaces. The ABN can be found on the organisation's tax invoices or through the ABR lookup service.</p>	<p>Error</p>	<p>ABN is too long or contains prohibited characters</p>	<p>As above</p>
<p>Link to My Organisation</p>	<p>You are already linked to this organisation.</p>	<p>Informational</p>	<p>You searched for the ABN of an organisation to which you are already linked</p>	<p>Check the list of organisations you can act for. Select the symbol (building with circle of arrows) following 'Acting for' <current organisation> in the top right of the screen. Note the names displayed are Trading Names of the organisations, not the Legal Names.</p>
<p>Link to My Organisation</p>	<p>You are already linked to the organisation you searched for.</p>		<p>Link to My Organisation</p>	<p>You are already linked to the organisation you searched for. You are already linked to this organisation.</p>

Provider Self-Help Guide to Error Codes



<p>Link to My Organisation</p>	<p>No existing registered organisation has been found. To register an organisation in NSW or SA, you must apply to the NDIS Quality and Safeguards Commission (NDIS Commission). To register in other states and territories, continue your application with the NDIA. Select a registration state or territory and then click 'Intent to Register'.</p>	<p>Informational</p>	<p>The ABN you supplied is valid, but the organisation is not yet registered.</p> <p>Note: The States listed will vary as registration is transitioned to the NDIS Quality and Safeguards Commission.</p>	<p>Check the ABN and if it is the correct ABN, and you have the authority to commence the registration process, select the State from the drop down list, and select 'Intent to Register'.</p>
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Provider Self-Help Guide to Error Codes



Link to my Organisation	To register an organisation in <State>, you must apply to the NDIS Quality and Safeguards Commission. Please select an Option.	Information	Registrations for the State you selected are managed through the NDIS Quality and Safeguards Commission	Check that you chose the correct state, and if so select 'Go to NDIS Commission'. If not select 'Select another State/Territory' to return to the previous screen.
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Error Codes – Create NDIS Provider Registration Form

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Create NDIS Provider Registration Form	ABN name not matched. Please use - <name>.	Error	You have entered a name that doesn't match the ABN.	<p>Check the name of the organisation and the ABN. The two must match.</p> <p>Re-enter whichever is incorrect.</p> <p>If you successfully submit you will be linked to that organisation, and switched to acting on their behalf. You will have been given the roles of Primary Contact and Account Manager.</p> <p>If you want to leave the remainder of the registration process until later, use the 'Acting for' to select a different organisation.</p>

Provider Self-Help Guide to Error Codes



Error Codes – Document Upload / Upload Evidence

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Document Upload / Upload Evidence	You have not provided a document name for the file you want to upload. This should be a reference name you give the file, not the file name with the extension.	Error	You have not provided a file name/reference for the file you want to upload	<p>Enter a name/reference for the document. This is not the file name with extension, but is a reference for name for you.</p> <p>Ensure you can link this name to the file in future as you will need to access your own copy of the file, you will not be able to download it from the system.</p> <p>For example ‘Home mods floor plan <Participant’s NDIS number>’ for the Document Name and ‘HMFP nnnnnnnn.pdf’ for the file name</p>

Provider Self-Help Guide to Error Codes



<p>Document Upload / Upload Evidence</p>	<p>You have not selected a file to upload. Be sure that the file you upload has one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt).</p>	<p>Error</p>	<p>You have not selected a file to upload</p>	<p>Browse for and select the file to be uploaded. Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as type 'PDF' and retry.</p>
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Provider Self-Help Guide to Error Codes



<p>Document Upload / Upload Evidence</p>	<p>The file you uploaded was empty. Open your file from your storage system to verify its contents. The file needs to have one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry.</p>	<p>Error</p>	<p>The uploaded file was empty</p>	<p>Open your file from your storage system to verify its contents. Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as type 'PDF' and retry.</p>
<p>Document Upload / Upload Evidence</p>	<p>The document selected has no extension. The valid document file format is filename.ext. Please update the filename and try again.</p>	<p>Error</p>	<p>The file you tried to upload has no file extension (e.g. .doc or .xlsx). The file extension is used to identify the type of file, and must be provided.</p>	<p>Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as type 'PDF' and retry.</p>

Provider Self-Help Guide to Error Codes



				Do not simply rename the file with a new type as this may cause system issues.
Document Upload / Upload Evidence	The file you tried to upload has no file extension. The file needs to have one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this might cause system issues.	Error	The file you tried to upload has no file extension (e.g. .doc or .xlsx). The file extension is used to identify the type of file, and must be provided.	Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt . All other values are prohibited.

Provider Self-Help Guide to Error Codes



<p>Document Upload / Upload Evidence</p>	<p>The file you tried to upload has a prohibited file extension {0}. You must use one of the permitted file extensions (doc, docx, xls,xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this might cause system issues.</p>	<p>Error</p>	<p>The uploaded file name has a prohibited file extension.</p>	<p>Ensure your file is one of the permitted types. Allowed file extensions are doc,docx,xls,xlsx,csv,pdf,jpeg,jpg,jpe,gif,bmp,png,pnt,pntg,xml,txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as type 'PDF' and retry.</p> <p>Do not simply rename the file with a new type as this may cause system issues.</p>
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Provider Self-Help Guide to Error Codes



<p>Document Upload / Upload Evidence</p>	<p>The document could not be uploaded because it has already been uploaded, or a file of that name has been uploaded, or there was a system error during the upload.</p>	<p>Error</p>	<p>A system error has occurred at some stage in the upload process. This may be because the file has already been uploaded, or a file of that name has been uploaded.</p>	<p>Call 1800 800 110 to determine whether you should re-try as the document may have been loaded despite the message.</p>
<p>Document Upload / Upload Evidence</p>	<p>You have successfully uploaded your document.</p>	<p>Confirmation</p>	<p>The file was successfully uploaded</p>	<p>-</p>

Provider Self-Help Guide to Error Codes



Error Codes – Provider Finder

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Provider Finder	<i>Whatever the error message was from the exception which was thrown.</i>	Error	There was an internal system error which prevented data from being returned by the Provider Finder.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Provider Finder	Please enter a suburb, postcode or address and then select an option from the dropdown list to proceed.	Error	No address was specified for provider search	The address must be validated against the address list in the system. Please select the closest valid street address from the list to enable the search.
Provider Finder	You did not provide an address for provider search. Enter a suburb, postcode or address and then select an option from the dropdown list to proceed.	Error	No address was specified for provider search	The address must be validated against the address list in the system. Please select the closest valid street address from the list to enable the search.

Provider Self-Help Guide to Error Codes



Error Codes – Provider Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Provider Details	An error occurred retrieving outlet details: Unable to find provider with ID {id}. For your convenience you have been returned to the search page.	Error	There were no matches for the provider id you entered	Another user may have updated the Provider, or its links. Call 1800 800 110 to report the problem and have it investigated.

Provider Self-Help Guide to Error Codes



Provider Details	There were no matches for your provider ID {id} so you have been returned to the search page. It might be that another user has updated the provider or its links. Call 1800 800 110 to report the problem.	Error	There were no matches for the provider id you entered	Another user may have updated the Provider, or its links.
Provider Details	User attempted to retrieve outlet details, but their session has timed out.	Error	The system was unable to return the outlet details before your session timed out	A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.
Provider Details	Your request has timed out. Try again or call 1800 800 110 to report the problem.	Error	The system was unable to return the outlet details before your session timed out	A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.

Provider Self-Help Guide to Error Codes



Error Codes – Participant Search

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Participant Search	The NDIS number you provided is not a valid NDIS number, or there is no participant with that number. It should be 9 digits long, with no spaces, and start with '43'.	Error	You have either not entered the NDIS number of the Participant, or there is no Participant with that number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'

Provider Self-Help Guide to Error Codes



Error Codes – Participant Lookup

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Participant Lookup	The NDIS number you provided is not correctly formatted. It should be 9 digits long, with no spaces, and start with '43'.	Error	The NDIS number you entered is not in the correct format. It needs to be a 9 digit number	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'
Participant Lookup	You must provide the participant's first name and last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You have not entered the first and last names of the Participant	Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.

Provider Self-Help Guide to Error Codes



<p>Participant Lookup</p>	<p>You must provide the participant's first name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>	<p>Error</p>	<p>You have not entered the first name of the Participant. Both first and last names are needed for the search.</p>	<p>Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>
<p>Participant Lookup</p>	<p>You must provide the participant's last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>	<p>Error</p>	<p>You have not entered the last name of the Participant. Both first and last names are needed for the search.</p>	<p>Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.</p>
<p>Participant Lookup</p>	<p>You must select Name or NDIS Number in the Search By field.</p>	<p>Error</p>	<p>You have not selected whether to search by name or NDIS number.</p>	<p>Choose whether to search by name or NDIS number. Use NDIS number if you have it available</p>

Provider Self-Help Guide to Error Codes



Participant Lookup	No search results have been found. Check that participant's first name and last name are correct and that the NDIS number you provided is correctly formatted. It should be 9 digits long, with no spaces, and start with '43'.	Error	No results were returned for the search criteria entered.	Check that the NDIS number and/or name are correct before trying again.
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Error Codes – Downloads

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Downloads	Partner ID is mandatory for report generation.	Error	You have not provided a partner ID to generate a report.	Provide a partner ID to generate a report.

Provider Self-Help Guide to Error Codes



Downloads	Reporting request ID &1 already exists in system.	Error	The report you have requested is already available in the system.	Select the report that has already been generated for this ID.
Downloads	Please provide valid file format for report generation.	Error	You have not selected a valid file format for your download.	Select one of the 4 file format options shown.
Downloads	Please provide parameters for report generation.	Error	You have not provided parameters for report generation.	Provide parameters for report generation.
Downloads	Please provide report request ID.	Error	You have not provided a report request ID.	Provide report request ID.
Downloads	Please provide valid partner for report generation.	Error	You have not provided a valid partner for your report generation.	Enter a valid partner to generate a report.
Downloads	Please provide valid file format for download.	Error	You have not selected a valid file format for your download.	Select one of the 4 file format options shown.
Downloads	A request for download has already been submitted.	Error	A request for download has already been submitted.	Wait until the report appears in the list, at which time it will be ready to be downloaded.

Provider Self-Help Guide to Error Codes



Downloads	Report preparation is already started.	Error	The report is now being prepared and cannot be cancelled.	Wait until the current operation has concluded before attempting to perform another action.
Downloads	Report is no longer valid for download.	Error	The time has lapsed for download of this report.	Generate a new report.
Downloads	Report is already processed/in progress/cancelled.	Error	A request to generate or cancel a report download is currently in operation.	Wait until the current operation has concluded before attempting to perform another action.
Downloads	You have successfully submitted a request to download a report.	Confirmation	The request for download has been submitted.	-
Downloads	You have successfully submitted a request to cancel a report.	Confirmation	The request for download has been cancelled.	-