

Self-Help Guide:

myplace Provider Portal

System Messages and Error Codes

May 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 Self-Help Guide to Error Codes



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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|----------------|---|---------------------|--|---|
| | 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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|-----------------------------|---|--------------|--|--|
| 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 |
|-----------------------------|---|--------------|--|--|

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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|----------------------------------|---|--------------|--|--|
| 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 |
|----------------------------------|---|--------------|--|--|

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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|---------------------------------|---|---------------------|---|---|
| <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> |

Provider Self-Help Guide to Error Codes



| | | | | |
|--------------------------|---|-------|---|--|
| 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 |

Provider Self-Help Guide to Error Codes



| | | | | |
|--------------------------|--|-------|--|---|
| 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 |

Provider Self-Help Guide to Error Codes



| | | | | |
|--------------------------|--|--------------|--|---|
| 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 |

Provider Self-Help Guide to Error Codes



| | | | | |
|---------------------|---|--------------|---|---|
| <p>Inbox</p> | <p>The message(s) you selected could not be moved. Try again later, or call 1800 800 110 to report the problem.</p> | <p>Error</p> | <p>A system error prevented your messages being moved.</p> | <p>Try again later, or call 1800 800 110 to report the problem.</p> |
| <p>Inbox</p> | <p>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.</p> | <p>Error</p> | <p>You tried to move messages to or from trash without selecting any messages</p> | <p>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'</p> |

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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. |
|--------------|---|-------------|--|---|

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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|-----------------------------|---|--------------|--|---|
| 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> |
|-----------------------------|---|--------------|--|---|

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 |

Provider Self-Help Guide to Error Codes



| | | | | |
|---------------------------------|---|-------|--|--|
| 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 |
|----------------------------------|---|-------|--|---|

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. |

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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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|---------------------------|---|-------|--|---|
| 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. |
|---------------------------|---|-------|--|---|

Provider Self-Help Guide to Error Codes



| | | | | |
|----------------------------------|---|--------------|--|--|
| <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 |
|---------------------------|--|-------|---|---|

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 | <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> |

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| | | | | |
|-----------------------------------|--|-------|---|---|
| Add Outlet Address Details | The street name you provided is too long. Street 1 must be less than 80 characters long, including spaces. | Error | The data in Street 1 contains more than 80 characters including spaces | Enter Street 1 as less than 80 characters including spaces. |
| Add 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 in Street 2 contains more than 80 characters including spaces | Enter Street 2 as less than 80 characters including spaces. |
| Add 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 add an outlet without supplying a city in the outlet address | Enter City as less than 80 characters including spaces. |

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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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|----------------------------|---|--------------|---|---|
| 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. |

Provider Self-Help Guide to Error Codes



| | | | | |
|----------------------------|---|-------|--|---|
| 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. |
|----------------------------|---|-------|--|---|

Provider Self-Help Guide to Error Codes



| | | | | |
|-----------------------------------|---|--------------|---|---|
| <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 @. |
|----------------------------|--|-------|---|---|

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 |
|------------------------------------|--|-------|---|---|

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 |
|----------------------------|---|-------|-----------------------------------|--|

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> |
|-----------------------------------|--|--------------------|--|--|

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).</p> <p>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 an 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' |
|-------------------------------------|--|--------------|--|--|

Provider Self-Help Guide to Error Codes



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|------------------------------|--|-------|---|--|
| | 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> | | | |
|--|---|--|--|--|

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



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|---------------------------|---|--------------|---|---|
| <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> |

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|---------------------------|---|--------------|--------------------|--|
| <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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|--------------------|---|-------|--|--|
| 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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|--------------------|--|-------|---|---|
| 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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|--------------------|---|-------|---|--|
| 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



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|---------------------------|---|--------------|--|---|
| <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> |

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|--------------------|---|-------|--|--|
| 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



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| <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



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|--|---|-------|---|--|
| 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 | If the Service Booking specifies support item enter the support item number. If the Service Booking was not at item level, enter the item number of the support category |

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|--|--|-------|---|---|
| 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 |

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|--|---|-------|--|--|
| 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. |

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| | | | | |
|--|--|-------|---|---|
| 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. |

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|--|--|-------|---|---|
| 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 |
|--|--|-------|---|---|

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. |

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| | | | | |
|-------------------------------|---|--------------|--|--|
| <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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| | | | | |
|-------------------------------|---|--------------|---|---|
| <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 space 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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| | | | | |
|-------------------------------|--|--------------|--|--|
| <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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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. | - |
| Quotations | No quotations have been found for your search criteria. Please try entering a valid 9-digit NDIS number or the participant's name. Try changing your search criteria. | Error | No quotations have been found for your search criteria. | Try entering a valid 9-digit NDIS number or the participant's name. Try changing your search criteria. |

Provider Self-Help Guide to Error Codes



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' |
| 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' |

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|--------------------------------------|--|--------------|--|---|
| <p>View Quotation Details</p> | <p>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.</p> | <p>Error</p> | <p>You have not supplied a Price per Unit</p> | <p>Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.</p> |
| <p>View Quotation Details</p> | <p>The price per unit that you entered is not correctly formatted. The price should be formatted as 0.00.</p> | <p>Error</p> | <p>The Price per Unit you entered is not in the correct format</p> | <p>Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.</p> |

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| | | | | |
|--------------------------------------|--|--------------|--|--|
| <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> |

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|--------------------------------------|---|---------------------|---|---|
| <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> |

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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. |

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| | | | | |
|------------------------|--|--------------|--|---|
| <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. |

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|---------------------------------------|---|----------------------|--|--|
| <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> |

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|---------------------------------------|--|----------------------|---|--|
| <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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| | | | | |
|--------------------------------|--|-------------|---|--|
| 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. |
|--------------------------------|--|-------------|---|--|

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. | Check the name of the organisation and the ABN. The two must match. Re-enter whichever is incorrect. 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. If you want to leave the remainder of the registration process until later, use the 'Acting for' to select a different organisation. |

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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> |

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| <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



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| <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, pntg, 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, 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>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, 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> |

Provider Self-Help Guide to Error Codes



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| | | | | 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



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|---|---|--------------|--|---|
| <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 your 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



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|---|--|---------------------|---|---|
| <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



| | | | | |
|--------------------------------|--|--------------|---|---|
| <p>Provider Details</p> | <p>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.</p> | <p>Error</p> | <p>There were no matches for the provider id you entered</p> | <p>Another user may have updated the Provider, or its links.</p> |
| <p>Provider Details</p> | <p>User attempted to retrieve outlet details, but their session has timed out.</p> | <p>Error</p> | <p>The system was unable to return the outlet details before your session timed out</p> | <p>A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.</p> |
| <p>Provider Details</p> | <p>Your request has timed out. Try again or call 1800 800 110 to report the problem.</p> | <p>Error</p> | <p>The system was unable to return the outlet details before your session timed out</p> | <p>A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.</p> |

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



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

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. |
|---------------------------|---|-------|---|---|

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



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|------------------|---|-------|---|---|
| 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. | - |