Self-Help Guide:

Provider Portal Error Codes

13 October 2018

Provider Self-Help Guide to Error Codes

Contents

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Introduction

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

- The meaning of the Errror 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 includes:

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

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

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

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

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

Provider Portal Error Codes

Error Codes – Select Provider

SCREEN NAME	MESSAGE DIS-PLAYED	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.

Error Codes – Profile

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Profile	Contact details has been updated successfully	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	Organisation details have been updated successfully.	Confirmation	You successfully updated your organisation details.	-

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Profile	System error occurred. Please try again later.	Error	There was an internal system error which prevented it removing the role.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
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 updated successfully.	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.
Profile	Bank account details updated successfully.	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	Telephone number is invalid	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.
Edit Contact Details	Your mobile number must be 10 digits starting with '04'	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.

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Edit Contact Details	Email is Incorrect	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.
Edit Contact Details	Are you sure you want to exit the Update Contact Details process?	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 wish to exit the update organisation details process?	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.
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	Please specify the contact type	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.
Edit Organisation Details	Are you sure you wish to exit the process of adding a new role?	Confirmation	You selected Cancel on Add Role screen	Select Yes to cancel the updates (you will lose all data you entered), or select No to continue updating

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Error Codes – Edit Bank Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Bank Details	The account name field cannot be empty. Please enter the account name.	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.
Edit Bank Details	The account name cannot be more than 40 characters. Please check the account name.	Error	The Account name you supplied is longer than 40 characters	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Edit Bank Details	The account name field cannot contain digits or special characters. Please enter a valid account name.	Error	The Account name you supplied contains characters other than letters and spaces.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Edit Bank Details	The BSB field cannot be empty. Please enter the BSB.	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 cannot be more than 6 digits.	Error	The BSB you supplied is longer than six digits	Enter the organisation bank account BSB as 6 digits, no spaces

	Please check the BSB keyed.			
Edit Bank Details	The BSB must be numeric. Please enter a numeric BSB.	Error	The BSB you supplied is contains characters other than digits	Enter the organisation bank account BSB as 6 digits, no spaces
Edit Bank Details	The BSB doesn't exist.	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	The account number field cannot be empty. Please enter the account number.	Error	You tried to update the Bank Details without supplying an Account Number	Enter the organisation account number as up to 18 digits, no spaces
Edit Bank Details	The account number cannot be more than 18 digits. Please check the account number keyed.	Error	The Account number you supplied is longer than 18 characters	Enter the organisation account number as up to 18 digits, no spaces
Edit Bank Details	The account number must be numeric. Please enter a numeric account number.	Error	The Account number you supplied contains characters other than digits	Enter the organisation account number as up to 18 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	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	*Varied, but may be no text in an error box, technical system message similar to 'PARSE APPLICATION DATA Error during XML =>….'*	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
Edit Bank Details	Are you sure you wish to exit the update bank details process?	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 nnnnnnnn	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.

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Error Codes – Inbox

SCREEN NAME	MESSAGE DIS-PLAYED	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
Inbox	This site says… Select a message first.	Error	You tried to move messages to or from trash without selecting any messages	Select one or more messages by checking the box to the left of the messages (or at the top of the page for all on the page). Then select 'Move to Trash'
Inbox	No results found for the selected search criteria.	Information	Your organisation currently has no messages in the inbox that match your selections.	If you think there should be messages, try expanding your search. Remove the filter on type (Filter:All), switch from Show Unread to Show All (Show:All) and then search. Or check whether there are any messages in Trash.

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Error Codes – Registration Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Registration Details	Registration details have been successfully saved.	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.
Registration Details	Registration details have been successfully submitted.	Confirmation	You have submitted the new/edited registration group details for approval.	Wait for the NDIA decision on your new or updated registration. Check your inbox or call 1800 800 110 if you do not receive a letter advising you of the NDIA decision.

Error Codes – Add Registration Details

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

	to choose related professions			
Add registration details	Professions is a required field	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	State / Territories is a required field	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	*Whatever text the business system provided*	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
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

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Error Codes – Edit Registration Details

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit registration details	*No action taken - please ensure you select a valid action type* or *-Action is a required field*	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.
Edit Registration Details	-Action End date must be later than Action Start Date	Error	The Action end date is the same as or earlier than the start date.	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
Edit Registration Details	-All Action dates must be between Start date and End date	Error	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	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
Edit Registration Details	-Action Start date is a required field	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 be-

				fore 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	Outlet created successfully	Confirmation	You have created the outlet	Select the outlet to review the details and ensure they are correct.

Error Codes – Add Outlet Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Details	Outlet Name is a required field. Please key the missing mandatory data to continue.	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.
Add Outlet Details	Outlet Name can only be 40 characters long.	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.

Add Outlet Details	Outlet Contact Person is a required field. Please key the missing mandatory data to continue.	Error	You tried to add an outlet without selecting a Contact Person	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.
Add Outlet Details	Outlet Phone Number is a required field. Please key the missing mandatory data to continue.	Error	You tried to add an outlet without supplying an outlet phone number	Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.
Add Outlet Details	Invalid data entered for Phone Number. Outlet Phone Number must have 10 digits without spaces and start with 0 or 1800 or 1300.	Error	You tried to add an outlet with an Outlet phone number that is not in the correct format	Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.
Add Outlet Details	Please select a status for your outlet.	Error	You tried to add an outlet without selecting a status for the outlet	Select a status: • 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

Add Outlet Details	Invalid email address	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	Street 1 is a required field. Please key the missing mandatory data to continue.	Error	You tried to add an outlet without supplying a full outlet address	Start typing the address in the Address field at the top of the group to display a range of valid addresses. Select the correct address from the list to populate the remainder of the address fields. If your address is not listed, type the address into each of the listed fields.
Add Outlet Address Details	Street 1 can only be 80 characters.	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	Street 2 can only be 80 characters.	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	City is a required field. Please key the missing mandatory data to continue.	Error	You tried to add an outlet without supplying a city in the outlet address	Enter City as less than 80 characters including spaces.

Add Outlet Address Details	City can only be 80 characters.	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	State is a required field. Please select the state to continue.	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	Post Code is a required field. Please key the missing mandatory data to continue.	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
Add Outlet Address Details	Invalid data has been keyed for Post Code. Post Code has to be a 4 digit number without spaces.	Error	The data in postcode is not a valid 4 digit postcode	Enter the post code for the Outlet as 4 digits, no spaces
Add Outlet Address Details	Location of Services is a required field. Please select the location to continue.	Error	You tried to add an outlet without selecting the location for the services it will deliver	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. 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.

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

Error Codes – Add Outlet Services

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Services	Please select at least one profession from 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 DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Outlet Operating Hours	{Day} end time must be after start time.	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 DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Details	Outlet details updated successfully!	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.
Edit Outlet Details	*Whatever text the business system provided*	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 Edit Outlet Details?	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

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Edit Outlet Details	Outlet Name is a required field. Please key the missing mandatory data to continue.	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.
Edit Outlet Details	Outlet Name can only be 40 characters.	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.
Edit Outlet Details	Outlet Contact Person is a required field. Please key the missing mandatory data to continue.	Error	You tried to update an outlet without selecting a Contact Person	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.
Edit Outlet Details	Phone Number is a required field.	Error	You tried to update an outlet without providing a Phone Number	Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code, 1800 or 1300.
Edit Outlet Details	Invalid data entered for Phone Number. Outlet Phone Number must have 10 digits without spaces and start with 0 or 1800 or 1300.	Error	The Outlet phone number you provided is not in the correct format	Enter the outlet phone number as 10 digits, no spaces, and either starting with your area code (e.g. 02), 1800 or 1300.

Edit Outlet Details	Please select a status for your outlet.	Error	You tried to update an outlet without selecting a status for the outlet	Select a status: • 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
Edit Outlet Details	Invalid email address	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	Street is a required field	Error	You tried to update an outlet without supplying a full outlet address	Start typing the address in the Address field at the top of the group to display a range of valid addresses. Select the correct address from the list to populate the remainder of the address fields. If your address is not listed, type the address into each of the listed fields.
Edit Outlet Address Details	Street can only be 80 characters	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	Supplementary can only be 80 characters	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	City is a required field	Error	You tried to update an outlet without providing a City	Please enter City as less than 80 characters including spaces.
Edit Outlet Address Details	City can only be 80 characters	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	State is a required field	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	Post Code is a required field	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
Edit Outlet Address Details	Post Code can only be 4 characters	Error	The data you provided in Postcode is either longer than 4 digits or contains something other than numbers	Enter the post code for the Outlet address as 4 digits, no spaces

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Error Codes – Edit Outlet Service Details

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Service Details	Please select at least one profession from the Services Offered.	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.

Error Codes – Edit Outlet Operating Hours

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Outlet Operating Hours	{Day} end time must be after start time.	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.

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Error Codes – Add Service Booking

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Service Booking	To be able to create a Plan-Management service booking, you must already have an existing Standard Service Booking with the participant, which appoints the plan manager for the required dates. If you do not already have an existing Standard Service Booking with the participant, then you cannot create a Plan-Management service booking. To get more information regarding this process please get in touch with the contact centre.	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.

Add Service Booking	Please enter a valid value for the service booking type	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
Add Service Booking	No plan is found for the dates entered. Please enter a valid value and try again.	Information	Participant does not have a plan that covers the entire period between the start and end dates.	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.
Add Service Booking	End Date of Support cannot be before the Start Date of Support	Error	Service booking start date is after service booking end date	Check the dates you have entered and update either start date, end date or both to fit within the Participant's Plan.
Add Service Booking	The start date can only be a current of future date. Please enter a valid value		The service booking type was selected after the dates were entered on a retrospective booking	If the service booking is intended to be retrospective. Re-enter the dates and continue
Add Service Booking	Please select a valid category	Error	You have not selected a category in the Support budget drop down	The valid categories for this Participant are in the support budget drop down. Select the one this part of the service booking covers

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

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, so its end date cannot be updated now. If you have any concerns regarding this, please get in	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.

touch with the contact centre on 1800 800 110.	

Error Codes – Payment Request

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Payment Request	You do not have any active bank account recorded in the system. Please update your bank details before proceeding.	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.

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 entered is in an invalid format. Please enter a 9 digit number.	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	Please enter a valid value for NDIS Number.	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'
Create Payment Request	Please enter the participants first name and last name to continue	Error	You didn't enter the First and Last names when you tried to find the Participant by name.	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.
Create Payment Request	Please enter the participant's first name to continue	Error	You didn't enter the First name when you tried to find the Participant by name.	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.
Create Payment Request	Please enter the participant's last name to continue	Error	You didn't enter the Last name when you tried to find the Participant by name.	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.
Create Payment Request	Please select a valid value in the Search By field.	Error	You tried to search without choosing 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
Create Payment Request	No search results have been found. Please refine the search criteria and search again	Error	The person you have searched for does not have a service booking with your organisation, or is not a participant of the NDIS.	Check that you have entered the search criteria correctly (First and Last Name, or NDIS number). Check the entered Participant information. The individual must be a valid participant in the NDIS, not a nominee or a child representative.

Provider Self-Help Guide to Error Codes

Create Payment Request	Are you sure you want to exit the Payment Request process?	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	Your Payment Requests have been received.	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.
Create Payment Request	There was a problem with payment requests you have submitted. Please call 1800 800 110 for assistance.	Error	None of the payment requests you submitted were successful	Go to Payment Request>View Payment Request so that you can review each payment request. Contact the Provider Payment Team at provider.payment@ndis.gov.au for assistance to resolve any issues.
Create Payment Request	*Whatever the business system sent back.*	Error	There was an internal system error which prevented your changes payment request from being created.	Go to Payment Request>View Payment Request so that you can review whether any or all of the payment requests were created.

Provider Self-Help Guide to Error Codes

				Contact the Provider Payment Team at pro-vider.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.

Create Payment Request	The quantity cannot be zero	Field level error	You tried to create a payment request without specifying the number of services delivered.	Enter quantity less than or equal to the quantity available in the service booking. Quantity must be greater than zero. The total quantity across all payment requests for the service booking must not exceed the quantity specified in the service booking.
Create Payment Request	Invalid payment amount	Field level error	The payment amount you are requesting is either blank or not numeric	Enter an amount greater than zero, and less than or equal to the total for the service booking. The total across all payment requests for the service booking must not exceed the amount specified in the service booking.

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. Please try again.	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.
View Payment Requests	The payment request was cancelled successfully.	Confirmation	Payment request was successfully cancelled. 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.	
View Payment Requests	System error occurred. Please try again later.	Error	There was in internal system error.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated
View Payment Requests	Please input a valid search criteria.	Error	You tried to search for Bulk Payment Requests without either choosing a value in 'Search by', or without putting values in for the criteria. Or you tried to search submitted payment requests without selecting the search criteria	For search by bulk payment request: • 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 For search by submitted payment request • Select the criteria to 'Search by' • Enter the value in 'Search criteria'
View Payment Requests	End date cannot be before start date. Please input 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.

Provider Self-Help Guide to Error Codes

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.
View Payment Requests	No Bulk Files found for the search criteria	Error	There were no bulk payment request files 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
View Payment Requests	Please input a valid NDIS Number	Error	The Participant's NDIS number is not in the correct format.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'
View Payment Requests	Please input a valid Payment Request Number	Error	When searching by submitted payment request / request number, the Payment request number is not in the correct format.	Check the payment request number. Enter as 8 digits, not spaces, starting with '10'
View Payment Requests	Please input a valid Support Item Number	Error	When searching by submitted payment request and support item number, the Support Item Number is not in the correct format	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
View Payment Requests	Please input a valid Invoice Number	Error	When searching by submitted payment request and invoice number, the Invoice Number is not in the correct format	Check that the Invoice number is longer than fifty characters
View Payment Requests	Are you sure you would like to cancel the selected payment?	Confirmation	You selected Cancel on the Payment Request Details screen	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. 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).

Otherwise, select No

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	Advising you that you need to use your new provider registration number. Advising you that you must not include 'in-kind' items in your payment requests	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).
Bulk Upload	Invalid file format. Please upload valid CSV or XML file.	Error	You have either not selected a file, or have selected a file that does not have a CSV or XML extension	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.

Provider Self-Help Guide to Error Codes

Bulk Upload	The document size exceeds the maximum upload limit of 10MB . Please amend the document and try uploading it again.	Error	The file you are trying to upload is too large.	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. 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)
Bulk Upload	The file name of the file being uploaded cannot be more than 20 characters.	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.
Bulk Upload	The number of payment references in the file are more than the maximum allowed number. You can load 5000 lines of data in one load. Please update the file and try 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
Bulk Upload	The first row of the file should be the header as provided in the Bulk Upload	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

	File template. Please update the file and try again.			correctly formatted (including dates), then re-submit.
Bulk Upload	The file could not be uploaded as one or more records are in error. Please correct the error and upload the file again. See the attached error file for error details.	Error	Errors were found in one or more rows in the file.	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.
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	Your file has been uploaded for further processing.

Please allow time for the file to be processed and validated. Once the validation is complete, the uploaded | Confirmation | Your payment requests file has been uploaded for processing. | Wait for a day or so, then use the View Payment Requests screen to check the status of the individual payment requests.

Select Home, Payment Request, View Payment Requests. Select View By 'Uploaded Bulk Payment File'. |

records can be viewed using the View Payment Request screen.		

Error Codes – Bulk Payment Request CSV Messages

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Bulk Payment Request CSV Messages	Empty Registration No.		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		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		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		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'

Provider Self-Help Guide to Error Codes

Bulk Payment Request CSV Messages	Empty Start Date	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.
Bulk Payment Request CSV Messages	Invalid Start Date format. Enter as YYYY-MM-DD.	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	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.	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.

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Bulk Payment Request CSV Messages	Empty Item Number	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
Bulk Payment Request CSV Messages	Invalid Item Number	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	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	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	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	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	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	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
Bulk Payment Request CSV Messages	Both duration and quantity cannot co-exist. Input relevant value.	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	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	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	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.
Bulk Payment Request CSV Messages	Start date of support cannot be in future	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		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		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		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.
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

Provider Self-Help Guide to Error Codes

Error Codes – Payment Summary

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Payment Summary	Please enter a valid From Date 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.
Payment Summary	The From Date must be less than the To Date	Error	The To Date you entered is before the From Date	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.
Payment Summary	Payment Summary date range cannot exceed 30 days at any one time. Please check the dates selected to continue.	Error	The dates entered space a period of more than 30 days.	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.
Payment Summary	From Date cannot be a future date	Error	The 'From' date entered is in the future. Payment requests cannot be submitted with future dates.	Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days

Provider Self-Help Guide to Error Codes

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

Error Codes – View Quotation Details

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
View Quotation Details	Please enter the specifications. If there are no specifications please enter not applicable (NA).	Error	You have not supplied any Specifications	Enter the specifications for the quoted supports or 'Not applicable'
View Quotation Details	Please enter supply details. If there are no supply details please enter not applicable (NA).	Error	You have not entered any Supply Details	Enter the supply details for the quoted supports or 'Not applicable'
View Quotation Details	Please enter the price exclusive of GST	Error	You have not supplied a Price per Unit	Enter the unit price for the quoted items in dollars and cents without the $. The price must exclude GST.

View Quotation Details	Invalid price, Please enter price in 0.00 format	Error	The Price per Unit you entered is not in the correct format	Enter the unit price for the quoted items in dollars and cents without the $. The price must exclude GST.
View Quotation Details	Please enter the GST applicable. If the item does not attract GST please enter 0.00.	Error	You have not entered the GST per Unit	Enter the GST for the quoted items in dollars and cents without the $. If there is no GST, enter 0.00.
View Quotation Details	Invalid GST amount, Please enter GST amount in 0.00 format	Error	The GST per Unit you entered is not in the correct format	Enter the GST for the quoted items in dollars and cents without the $. If there is no GST, enter 0.00.
View Quotation Details	Please enter the inclusions. If there are no inclusions please enter not applicable (NA).	Error	You have not entered the Inclusions	Enter the inclusions for the quoted supports or 'Not applicable'
View Quotation Details	Please enter the specific exclusions. If there are no specific exclusions please enter not applicable (NA).	Error	You have not entered any Specific Exclusions	Enter the specific exclusions for the quoted supports or 'Not applicable'
View Quotation Details	Please select the terms of quote.	Error	You have not selected the Terms of Quote	Please select whether the quote is valid for 30 days or 60 days. The quote must be valid for at

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
				least 30 days. If it is valid for more than 60 days select 60.
View Quotation Details	Error occurred while submitting quotation.	Error	An internal system error has occurred during the submission of the quotation	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
View Quotation Details	Success - your response has been sent to the NDIS.	Confirmation	Your quotation has been submitted to the NDIA	Check the Quotations screen periodically to ensure the details are correct, and to track the status

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. Please refine the search criteria 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.
Messages	Please enter an NDIS Number.	Error	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 the last name to find the Participant.

Messages	Please enter the last name to continue.	Error	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 the Last name to find the Participant.

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	Please specify an ABN to perform the search.	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.
Link to My Organisation		Error	ABN is too long or contains prohibited characters	As above
Link to My Organisation	You are already linked to this organisation.	Informational	You searched for the ABN of an organisation to which you are already linked	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.
Link to My Organisation	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. Please select a registration state then click 'Intent to Register'	Informational	The ABN you supplied is valid, but the organisation is not yet registered. Note: the States listed will vary as registration is transitioned to the NDIS Quality and Safeguards Commission.	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'.
Link to my Organisation	To register an organisation in <State>, you must apply to the NDIS Quality and Safe-	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.

	guards Commission. Please select an Option.

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.

Provider Self-Help Guide to Error Codes

Error Codes – Document Upload / Upload Evidence

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Document Upload / Upload Evidence	Please enter a valid value for the Document Name field.	Error	You have not provided a file name/reference for the file you want to upload	Enter a name/reference for the document. This is not the file name with extension, but is a reference for name for you. 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. For example 'Home mods floor plan <Participant's NDIS number>' for the Document Name and 'HMFP nnnnnnnnn.pdf' for the file name
Document Upload / Upload Evidence	Please enter a valid value for the Choose File field.	Error	You have not selected a file to upload	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. If you file is not an allowed type, open the file, save as type 'PDF' and retry.

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Document Upload / Upload Evidence	The file is empty.	Error	The uploaded file was empty	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. If you file is not an allowed type, open the file, save as type 'PDF' and retry.
Document Upload / Upload Evidence	The document selected has no extension. The valid document file format is filename.ext. Please update the filename and try again.	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. If you 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 may cause system issues.
Document Upload / Upload Evidence	The document with the extension type of {0} cannot be uploaded. Please upload a file in a valid format	Error	The uploaded file name has a prohibited file extension.	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.

ndis

				If you 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 may cause system issues.
Document Upload / Upload Evidence	The document could not be up-loaded due to some technical issue. Please try again later.	Error	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.	Call 1800 800 110 to determine whether you should re-try as the document may have been loaded despite the message.
Document Upload / Upload Evidence	Your document has been successfully uploaded.	Confirma-tion	The file was successfully uploaded	-

Error Codes – Provider Finder

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Provider Finder	*Whatever the error message was from the exception which was thrown.*	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 Self-Help Guide to Error Codes

Provider Finder	Please enter a sub-urb, 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 ad-dress list in the system. Please select the clos-est valid street address from the list to enable the search.

Error Codes – Provider Details

SCREEN NAME	MESSAGE DIS-PLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Provider Details	An error occurred retrieving outlet de-tails: Unable to find provider with ID {id}. For your con-venience 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 Details	User attempted to retrieve outlet de-tails, but their ses-sion has timed out	Error	The system was unable to return the outlet details before your session timed out	A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.

Provider 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	Please enter a valid value for NDIS Number.	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'

Error Codes – Participant Lookup

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Participant Lookup	The NDIS number entered is in an invalid format. Please enter a 9 digit number.	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	Please enter the participants first name and last name to continue	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.
Participant Lookup	Please enter the participant's first name to continue	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.

Provider Self-Help Guide to Error Codes

Participant Lookup	Please enter the participant's last name to continue	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	Please select a valid value 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
Participant Lookup	No search results found. Please enter the NDIS number in the format of 9 numeric OR Participant's exact first and last name.	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.
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.
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.