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## **Integrated Public Number Database – IPND Error Correction**

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# 1. PURPOSE

The purpose of this document is to describe the validation rules and controls that are applied to the Customer Record IPND Upload File upon sending to the IPND by a Data Provider. These validation rules ensure the integrity of the Customer Records sent to the IPND.

# 2. SCOPE

This document will only cover the business rules regarding error management and error correction of Customer Record IPND Upload files that Data Providers send to the IPND. Technical aspects of error management will not be considered in this document.

# 3. ACTIONS

This section provides information about Data Provider Error Files and describes individual errors and the context in which the errors are generated by the IPND per [Data Users and Data Providers Technical Requirements for IPND](#) document.

Each time a Data Provider sends a Customer Record IPND Upload file to the IPND, the IPND will make available an Error file (.err file) which is placed in the Data Providers download area within the IPND.

It is the responsibility of CSPs/Data Providers to validate the success of each Customer Record and their Customer Record IPND Upload files sent to the IPND by downloading and reviewing the corresponding .err report.

The generation of an .err file signifies that the Customer Record IPND Upload File has been processed by the IPND.

The fact that that a file has been ‘processed’ does not mean that the file has been ‘accepted’ by the IPND. The file may have been rejected with ‘file level’ errors.

No.	Field	Format	Mandatory	Values	Value Description	Description
<b>HEADER RECORD</b>						
1	Record Type	X(3)	M	HDR	Header	One per file
2	File Type	X(6)	M	IPNDPE		
3	File Source	X(5)	M		To be provided by the IPND Manager	Source System of data. A DATA PROVIDER may have multiple systems, each generating it's own sequence of files.
4	File Sequence No.	N(7)	M			Unique consecutive number, for upload file from File Source
5	File Creation Start	N(14)	M			Date and time creation of this error file commenced. (YYYYMMDDHHMMSS)
6	Filler	X(31)	MF	SPACES	ASCII 32	Padding to make all records in file the same length.
7	Record Delimiter	1	M	\n	ASCII 10	Newline
<b>ERROR RECORD</b>						
(not present if there are 0 errors identified)						
1	Public Number	X(20)	O*			Number of record with error. * Field is mandatory if Error Type is H or S
2	Record Number	N(7)	O*			How many records into the IPND upload file the erroneous record was. Does not include the header record. * Field is mandatory if Error Type is H or S
3	Error Number	N(5)	M			Error Code - describes the error.
4	Error Type	X(1)	MF	F H S W	File Hard Soft Warning	The type of error found
5	Filler	X(33)	MF	SPACES	ASCII 32	Padding to make all records in file the same length.
6	Record Delimiter	1	M	\n	ASCII 10	Newline
<b>TRAILER RECORD</b>						
One per file						
1	Record Type	X(3)	M	TRL	Trailer	
2	File Sequence No	N(7)	M			Unique consecutive number, for upload file from File Source
3	Hard Error Record Count	N(7)	M			Number of records in this file with hard errors.
4	Soft Error Record Count	N(7)	M			Number of records in this file with soft errors. Does not include records with both hard and soft errors.
5	Warning Record Count	N(7)	M			Number of warning records in this file, with warnings.
6	Error Record Count	N(7)	M			Number of records in upload file with hard or soft errors. Note a record could have multiple hard and/or soft errors.
7	Success Record Count	N(7)	M			Number of records in upload file, which were processed successfully. Note Success Record Count plus Error Record Count should equal the total number of records in the Upload file.
8	File Creation End	N(14)	M			Date and time creation of the data file was completed. (YYYYMMDDHHMMSS)
9	File Record Count	N(7)	M			Number of records in this file. (Does not include header or trailer)
10	Record Delimiter	1	M	\n	ASCII 10	Newline

Key components of an .err file:

- Header Record
- Error Record
- Trailer Record

Figure 1 - IPND error file: Key Components

Figure 1 shows the key components of the IPND .err file broken down into the header record, error record and trailer record.

Figure 2 - IPND error file: Examples

Figure 2 shows 3 examples of information contained within the IPND error file.

Example 1: Shows sample information of what an .err file will contain when IPND Validation identifies issues with the Customer Record IPND Upload File and its PNCD content. These issues are presented as a list of errors generated with the public number and corresponding position of the PNCD within the Customer Record IPND Upload file.

Example 2: Shows sample information of what an .err file will contain when IPND Validation identifies that there is an issue with the Customer Record IPND Upload File, and the entire file and its PNCD content was rejected with a file level error.

Example 3: Shows sample information of what an .err file will contain when IPND Validation finds no issues identified with the Customer Record IPND Upload File or its PNCD content, and all PNCD records were successfully added to the IPND.

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The errors generated by the IPND validation fall within one of four categories:

- 3.1 MF Mandatory File level errors
- 3.2 MH Mandatory Hard
- 3.3 MS Mandatory Soft
- 3.4 MW Mandatory Warning
- 3.5 \* Obsolete
- 3.6 Includes the business process for managing and correcting these errors.

The Errors applicable for each category will be discussed per the below format:

**Context:**

General information on the concepts covered and terms used and the objective of the error being issued.

**Cause:**

Synopsis of the error issued, explaining the error's main aspects.

**Remediation:**

Action required to be taken to correct the error.

Data Providers are required to connect to the IPND and look for a .err file to determine the results of processing the corresponding Customer Record IPND Upload file.

The generation of an error file signifies that the Customer Record IPND Upload file has been received by the IPND, and File Level validation has occurred. Section 3.1 provides more information regarding File Level validation and the errors that can occur, if the Customer Record IPND Upload file is rejected as a result of failing validation.



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### 3.1 Mandatory File Level Errors

There are five (5) key attributes of a Customer Record IPND Upload file that when correct, ensure the integrity of the data at the file level. If validation identifies an error / issue at any of the below attributes in a Customer Record IPND Upload file sent to the IPND, a Mandatory File Level Error will be generated, resulting in the file to be rejected:

- Upload File Name Structure
- File Header / Trailer
- File Sequence Number
- File Record Count
- Maximum Record Count

Each of the above Customer Record IPND Upload file attributes contain important components that are subject to validation checks when sent by Data Providers to the IPND.

Refer to Section 5.2.1 of the [Data Users and Data Providers Technical Requirements for IPND](#) document which provides more information for each of the above attributes and their components.

Validation at a file level is necessary to ensure that a Customer Record IPND Upload file has been received intact, without corruption and in the right sequence. Identifying errors at file level is essential to guarantee the integrity and completeness of a Customer Record IPND Upload file.

Data Providers can identify file level errors by verifying the corresponding Data Provider .err file.

Information regarding the format of an .err file and the meaning of the Error Codes presented is available in Section 6.1.3 of the [Data Users and Data Providers Technical Requirements for IPND](#) document.

A Mandatory File Level Error will be reported to the Data Provider in the .err file as detailed below:

- The .err file will contain a header and trailer and error record line(s) The error record line(s) will contain an error number suffixed with an F (Error Type = F).

The trailer will show a value of 0 for Success Record Count.

- Errors at a file level will generate error code(s) in the .err file.

Validation at the file level occurs before any further validation checks at a Customer Record or field level, therefore no Customer Record are processed until there are no (0) errors present at a file level and a valid Customer Record IPND Upload file is sent to the IPND.

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When a Customer Record IPND Upload file is rejected at file level, the error must be corrected and the Customer Record IPND Upload file resent using the same file sequence number, to ensure that subsequent files sent using the next number in sequence are not rejected.

Example 001:

Customer Record IPND Upload file sequence number 0000016 is rejected due to Error Code 207 Invalid Upload filename source.

If a valid file with sequence number 0000016 is not resent, all subsequent Customer Record IPND Upload files sent with a file name using the next number in sequence (eg 0000017 onwards) will also be rejected, with a new error: Error Code 001 File out of sequence.

For this reason, the Data Provider should review the corresponding .err file provided when each Customer Record IPND Upload file is sent to the IPND and carry out remediation of any file errors generated.

To prevent further Customer Record IPND Upload file failures, the Data Provider will need to:

1. Remediate the error on the first rejected file 0000016 and resend it.
2. Wait for the corresponding .err file to be provided and validate that the remediated Customer Record IPND Upload file was processed successfully, without generating another Mandatory File Level Error.
3. Resend all subsequent Customer Record IPND Upload files in the correct sequence.

If Customer Record IPND Upload files are sent out of sequence over an extended period, the Data Provider will be required to carry out a reconciliation of the Customer Records in their source system, vs the current PNCD in the IPND. This is to identify any Customer Records that have changed in the interim (changed status or transferred to another Data Provider), so they can be aligned in the Data Provider source system. This means that step #3 will need to change to show:

- a. Carry out reconciliation of Data Provider source system vs current PNCD in IPND.
- b. Collate all Customer Records with reported changes from the date / time the initial Customer Record IPND Upload file failed. Save into a new Customer Record IPND Upload file / files (if greater than 100k records – note Maximum Record Count limitation) using the next number/s in sequence.
- c. Send the Customer Record IPND Upload file/s in sequence and review / monitor the corresponding .err files provided for errors and remediate as required.

A Customer Record IPND Upload file which fails file level validation can return multiple file level error codes in the corresponding .err file.

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It is important to identify the root cause of the errors because remediating only one single incorrectly or misplaced character may resolve multiple errors, as shown in the below example.

Example 002:

Upload filename IPNDPXXXXX.0000001 is sent to the IPND.

This file is missing a U in the file type field. The Customer Record IPND Upload filename should have been: IPNDUPXXXXX.0000001

The below file level errors are generated as a result:

Error Code	Error Message
201	Incorrect upload filename length.
202	Incorrect upload filename prefix.
203	Invalid upload filename separator.
204	Incorrect upload filename sequence format.
205	Upload filename sequence does not match footer sequence.
206	Upload filename sequence does not match header sequence.
207	Invalid Upload filename source.

Because the U is missing in the file type component of the filename, this has caused the format for the other components in the filename to also be incorrect and generate errors. Correcting this missing character will result in several errors being resolved.

Note: not all the errors that would be generated in this example are shown above as record / field level errors have been excluded.

### 3.1.1 Error Code 001F - File out of sequence

#### Context:

The file sequence number is a key attribute of a Customer Record IPND Upload file. These Customer Record IPND Upload file attributes are reflected in the components of the Customer Record IPND Upload filename structure, file header and file trailer, and must be in the correct format and positioning.

The file sequence number is a component of the filename, the file header and file footer / file trailer for the Customer Record IPND Upload file. The file sequence number refers to the position of an individual Customer Record IPND Upload file in relation to the other Customer Record IPND Upload files sent by a specific Data Providers file source code to the IPND and is an accurate count of the number of Customer Record IPND Upload files successfully processed by the IPND using that file source code.

#### Cause:

This error occurs when the sequence number located in the file name for the Customer Record IPND Upload file sent is not equal to + 1 of the file sequence

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number used on the last successfully processed Customer Record IPND Upload file for the same file source.

The validation check compares the file sequence number provided on the last Customer Record IPND Upload file successfully processed vs the current Customer Record IPND Upload file. If the file sequence number for the current Customer Record IPND Upload file is not equal to + 1 of the file sequence number on the last successfully processed Customer Record IPND Upload file, the file will be rejected and an error generated on the corresponding .err file due to invalid sequence number.

Examples of files sent out of sequence follow:

For this example, XXXXX is a valid Data Provider file source code.

Scenario 1:

IPNDUPXXXXX.0000001	1st file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	2nd file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	3rd file out of sequence	Rejected

Scenario 2:

IPNDUPXXXXX.0000001	1st file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	2nd file sent by XXXXX	Accepted
IPNDUPXXXXX.0000004	3rd file out of sequence	Rejected

**Remediation:**

This error is corrected by:

1. Obtaining the file sequence number used in the last Customer Record IPND Upload file successfully processed for the same file source.
2. Updating the file sequence numbers used on the rejected Customer Record IPND Upload file (filename + file header + file trailer) to reflect + 1 of the file sequence number used in the last Customer Record IPND Upload file successfully processed for the same file source.

Scenario 1:

IPNDUPXXXXX.0000001	1st file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	2nd file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	3rd file out of sequence	Rejected
IPNDUPXXXXX.0000003	3rd file resent is in sequence	Accepted

Scenario 2:

IPNDUPXXXXX.0000001	1st file sent by XXXXX	Accepted
IPNDUPXXXXX.0000002	2nd file sent by XXXXX	Accepted
IPNDUPXXXXX.0000004	3rd file out of sequence	Rejected
IPNDUPXXXXX.0000003	3rd file sent by XXXXX	Accepted

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### 3.1.2 Error Code 018F - Incorrect File Source Code

#### Context:

The file source code is a unique 5-digit code issued to Data Providers at registration to the IPND by the IPND Manager. The file source code identifies the Data Provider and their source system that provides their Customer Record IPND Upload files.

The file source code is a component of the filename and header for the Customer Record IPND Upload file.

The validation check confirms that the file source code quoted is a match to registered Data Provider file source code details in the IPND.

#### Cause:

This error occurs when the validation check fails and cannot match the file source code quoted in the Customer Record IPND Upload file name to registered Data Provider file source code details in the IPND.

#### Example:

Data Provider 'A' has 2 x registered source systems and was issued a file source code for each source system at time of registration by the IPND Manager: XXXXX and YYYYY.

IPNDUPXXXXX.0000001	Valid code	Accepted
IPNDUPYYYYY.0000001	Valid code	Accepted
IPNDUPXXXXY.0000002	Invalid code	Rejected
IPNDUPZZZZZ.0000002	Invalid code	Rejected

In the above example, Data Provider 'A' has sent Customer Record IPND Upload files using two valid file source codes (XXXXX & YYYYY) and two invalid file source codes (XXXXY & ZZZZZ).

The Customer Record IPND Upload files using invalid file source codes of XXXXY and ZZZZZ were rejected because the validation check did not locate a matching file source code to registered Data Providers in the IPND, resulting in generation of an error on the corresponding .err report.

#### Remediation:

This error is corrected by:

1. Update the Customer Record IPND Upload file/s and ensure the correct file source code/s are used in the file name and file header,
2. Resend the updated Customer Record IPND Upload file/s,
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.3 Error Code 201F - Incorrect upload filename length

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**Context:**

Customer Record IPND Upload files must have a filename provided as part of the file upload. This filename is a 19-character string detailing important information about the file.

A correct Customer Record IPND Upload filename contains 6 components and will have the following structure:

IPND<TT><XXXXX>.<NNNNNNN>

IPND (4) File prefix. The 'IPND' is a constant in all files.

<TT> (2) File type = 'UP' for upload file

<XXXXX> (5) File source code

. (1) File name separator / extension marker

<NNNNNNN> (7) File sequence number with leading zeros

IPNDUPXXXXX.0000001 \*Valid file name = (19 digits/characters)

\*Assuming that XXXXX is the Data Provider file source code and this is the first file sent.

Each of the above filename components are subject to a validation check to ensure they are correct, and as shown later in this document, many of the filename components are subject to multiple validation checks.

As mentioned in 3.1: File Level Errors introduction, having too few or too many digits/characters in the Customer Record IPND Upload filename can result in the generation of multiple errors.

**Cause:**

This error occurs when the validation check identifies that the length of the filename is incorrect (must = 19 digits/characters in length), either containing too many or too few digits/characters.

**Examples:**

IPNDUPXXXXXX.0000001	File source code too long	Rejected
IPNDUPYYYY.0000001	File source code too short	Rejected
IPNDUPXXXXX!.0000001	Two separators provided	Rejected

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload file/s and ensure the correct file name structure is used, with each component of the filename containing the correct number of characters presenting in the correct order;
2. Resend the updated file/s;

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3. Review the corresponding .err file/s to ensure they passed validation.

The correction of the above examples follows:

IPNDUPXXXXX.0000001	Correct File Source code used	Accepted
IPNDUPYYYYY.0000001	Correct File Source code used	Accepted
IPNDUPXXXXX.0000001	Correct Sequence Number used	Accepted

### 3.1.4 Error Code 202F - Incorrect upload filename prefix

#### Context:

The Customer Record IPND Upload filename prefix “IPNDUP” is the first component of a Customer Record IPND Upload filename. The prefix is a method of identifying the type of file the IPND is receiving and indicates that it is a Customer Record IPND Upload file.

#### Cause:

This error occurs when the validation check identifies that the first 6 characters of the Customer Record IPND Upload filename is incorrect. These 6 characters “IPNDUP” must immediately precede the file source code as part of the Customer Record IPND Upload filename.

Examples of filenames that would error due to an incorrect filename are given below:

IP <u> </u> DUPXXXXX.0000001	Blank space in filename prefix
IPNU <u> </u> PXXXXX.0000001	Missing filename prefix character
IPNDU <u> </u> XXXXX.0000001	Blank space in filename prefix

#### Remediation:

This error is corrected by:

1. Update the Customer Record IPND Upload filename and ensure the correct prefix is used in the filename;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

An example of a filename with a correct prefix that would enable the Customer Record IPND Upload file to pass validation and successfully uploaded appears below:

IPNDUPXXXXX.0000001

### 3.1.5 Error Code 203F - Invalid upload filename separator

#### Context:

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A filename separator is a component of the Customer Record IPND Upload filename and is used to separate the file source code from the file sequence number. It is denoted by a full stop and appears “.”.

**Cause:**

This error occurs when the validation check identifies that the filename separator “.” is either missing or not in the correct position in the Customer Record IPND Upload filename structure.

If the Customer Record IPND Upload filename separator is not located in the twelfth position this error is generated. Examples where this error would be issued appear below:

IPNDUPXXXXX0000001	No filename separator provided
IPNDUPXXXXX.0000001	Filename separator not in the 12th position

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload filename and ensure the file separator is included and placed in the correct position (twelfth character) in the Customer Record IPND Upload filename
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

An example of a filename with a separator in the correct position to enable the Customer Record IPND Upload file to pass validation and successfully uploaded appears below:

IPNDUPXXXXX.0000001

### 3.1.6 Error Code 204F - Incorrect upload filename sequence format

**Context:**

The Customer Record IPND Upload filename provides an effective way for the database to verify important attributes contained in the Customer Record IPND Upload file. The Customer Record IPND Upload file sequence number is an important component of the Customer Record IPND Upload filename, file header and file trailer.

A correct Customer Record IPND Upload filename will have the following format:

IPND<TT><XXXXX>.<NNNNNNN>

<NNNNNNN> is the File sequence number with leading zeros

The file sequence number refers to the position of an individual Customer Record IPND Upload file in relation to the other Customer Record IPND Upload files sent by a specific Data Providers file source code to the IPND and is an



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accurate count of the number of Customer Record IPND Upload files successfully processed by the IPND using that file source code.

0000001 will be the file sequence number for very first file sent to the IPND by a Data Provider.

**Cause:**

This error occurs when the validation check identifies that the file sequence number in the Customer Record IPND Upload filename is in the incorrect format. The file sequence number must contain 7 numeric characters. Any Customer Record IPND Upload files sent with a file sequence number containing fewer or too many numeric characters will fail validation and generate an error on the corresponding .err file.

The following examples show when a Customer Record IPND Upload file will be rejected:

IPNDUPXXXXX.000001	Digit missing
IPNDUPXXXXX. 0000001	Extra space included in sequence number
IPNDUPXXXXX.1	Leading zeros missing

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload filename and ensure the file sequence number is in the correct format = 7 x numeric characters and placed in the correct position (thirteenth character) in the Customer Record IPND Upload filename;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Example of a filename with a correctly formatted file sequence number:

IPNDUPXXXXX.0000001

### **3.1.7 Error Code 205F - Upload file name sequence does not match footer sequence**

**Context:**

As the transmission of a file over a live network has certain risks it is important to validate the integrity of any Customer Record IPND Upload files received by the IPND and to confirm that the file has been transmitted in its entirety. The Customer Record IPND Upload filename precedes all the data records sent as part of a Customer Record IPND Upload file and the trailer record completes the file as it is appended to the file after all the Customer Records have been included.

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To ensure that a Customer Record IPND Upload file has been sent in its entirety a validation check is carried out to verify that the file sequence numbers in the Customer Record IPND Upload file name and file trailer match.

**Cause:**

This error occurs when the validation check identifies that the file sequence numbers in the Customer Record IPND Upload file name and file trailer do not match, generating an error on the .err file.

Example:

Upload file name: IPNDUPXXXXX.0000001

File trailer: TRL0000012202204041123440000016

In this example the file sequence number is 0000001 however the incorrect file sequence number was quoted on the file trailer = 0000012

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload file and ensure the file sequence numbers on the filename and the file trailer are correct and match;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Example:

File Name: IPNDUPXXXXX.0000001

Trailer: TRL0000001202204041123440000016

### 3.1.8 Error Code 206F - Upload file name sequence does not match header sequence

**Context:**

To ensure that a Customer Record IPND Upload file has been sent intact and without corruption a validation check is carried out to verify that the file sequence numbers in the Customer Record IPND Upload file name and file header match.

**Cause:**

This error occurs when the validation check identifies that the file sequence numbers in the Customer Record IPND Upload file name and file header do not match, generating an error on the .err file.

For example:

File Name: IPNDUPXXXXX.0000001

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Header: HDRIPNDUPXXXX.000001220220428112233

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload file and ensure the file sequence numbers on the file name and the file header are correct and match;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Example:

File Name: IPNDUPXXXX.0000001

Header: HDRIPNDUPXXXX.000000120220428112233

### 3.1.9 Error Code 207F - Invalid upload file name source code

**Context:**

The file source code is an important component of the file name and header for the Customer Record IPND Upload file.

The Validation check confirms that the file source code quoted in the Customer Record IPND Upload file name is a match to registered Data Provider file source code details in the IPND.

A correct Customer Record IPND Upload file name source code will have the following format:

IPND<TT><XXXXX>.<NNNNNNN>

<XXXXX> is the file source code for the Data Provider = 5 Characters

**Cause:**

This error occurs when the validation check fails and cannot match the file source code quoted in the Customer Record IPND Upload file name to registered Data Provider file source code details in the IPND, generating an error on the corresponding .err file.

For this example, XXXXX is a valid file source code. The below files would be rejected for containing invalid file names:

IPNDUPXX5PX.0000001

IPNDUPABCXX.0000001

IPNDUPX782X.0000001

**Remediation:**

This error is corrected by:

- 
1. Update the Customer Record IPND Upload file and ensure the file source code is valid and correct;
  2. Resend the updated file/s;
  3. Review the corresponding .err file/s to ensure they passed validation.

Example:

File Name: IPNDUPXXXXX.0000001

### 3.1.10 Error Code 208F - Upload file name source does not match header source

#### Context:

The file source code is an important component of the Customer Record IPND Upload file name and header for the Customer Record IPND Upload file.

The validation check confirms that the file source code quoted in the Customer Record IPND Upload file name and file header are the same. The intent of this validation check is to confirm that the Customer Record IPND Upload file has been transmitted intact.

#### Cause:

This error occurs when the validation check identifies that the file source codes quoted in the Customer Record IPND Upload file name and file header do not match.

For example:

File name: IPNDUPXXP3X.0000001

Header: HDRIPNDUPYYYYY000000120220428112233

File name: IPNDUPXXXXX.0000001

Header: HDRIPNDUPYYYYY000000120220428112233

The file source code used in the Customer Record IPND Upload file name is different to the file source code quoted in the header record. This generated an error when validation identified the Customer Record IPND Upload file contained two different file source codes in the same Customer Record IPND Upload file.

#### Remediation:

This error is corrected by:

1. Update the Customer Record IPND Upload file and ensure the file source code used in the file name and file header match and are valid and correct;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Example:

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For this example, XXXXX is a valid file source code. The above examples would be corrected as follows:

File name: IPNDUPXXXXX.0000001

Header: HDRIPNDUPXXXXX000000120220428112233

### 3.1.11 Error Code 225F - Embedded space(s) found in upload file sequence number

#### Context:

The Customer Record IPND Upload file sequence number is an important component of the Customer Record IPND Upload file name, file header and file trailer. The file sequence number refers to the position of an individual Customer Record IPND Upload file in relation to the other Customer Record IPND Upload files sent by a specific Data Providers file source code to the IPND and is an accurate count of the number of Customer Record IPND Upload files successfully processed by the IPND using that file source code.

A valid file sequence number contains 7 characters with leading zeros

#### Cause:

This error is returned when validation identifies that embedded space(s) are used in the 7-digit Customer Record IPND Upload file sequence number field. Embedded spaces are not permitted in the file sequence number. Each of the 7-digit spaces must be filled with a digit reflecting the number of the file.

For example:

IPNDUPXXXXX.000 001 - Embedded space in sequence number  
IPNDUPXXXXX.0 0001 - Embedded spaces in sequence number

#### Remediation:

This error is corrected by:

1. Update the Customer Record IPND Upload file sequence number by replacing the spaces with zeros, so that the file name includes a sequence number with the correct format of 7 numeric characters indicating the correct sequence number;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

The above examples would be corrected as follows:

IPNDUPXXXXX.0000001 - No embedded spaces in sequence number  
IPNDUPXXXXX.0000001 - No embedded spaces in sequence number

### 3.1.12 Error Code 227F - Leading space(s) found in upload file sequence number

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**Context:**

The Customer Record IPND Upload file sequence number is an accurate count of the number of Customer Record IPND Upload files successfully processed by the IPND using that file source code. The intent of this error is to ensure that Customer Record IPND Upload files are transferred intact without corruption and in the right sequence.

To properly identify and validate each file the sequence number must be valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies that leading space(s) are present the 7-digit Customer Record IPND Upload file sequence number field. Leading spaces like embedded spaces are not allowed to be part of the Customer Record IPND Upload file sequence number. Each of the 7-digit spaces must be filled with a digit representing the number of the file.

For example, the first Customer Record IPND Upload file transferred for a particular source code will have six leading zeros followed by the digit 1.

Examples of file sequence numbers which would generate this error follow:

IPNDUPXXXXX. 00001 - 2 x leading spaces in sequence number  
IPNDUPXXXXX. 0001 - 3 x leading spaces in sequence number

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload file sequence number by replacing the spaces with zeros, so that the Customer Record IPND Upload file name includes a sequence number with the correct format of 7 numeric characters indicating the correct sequence number;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

The above examples would be corrected as follows:

IPNDUPXXXXX.0000001 - No embedded spaces in sequence number  
IPNDUPXXXXX.0000001 - No embedded spaces in sequence number

### **3.1.13 Error Code 228F - Non digit character(s) found in upload file sequence number**

**Context:**

The Customer Record IPND Upload file sequence number is essential for identifying each Customer Record IPND Upload file provided by a Data Providers file source code. The sequence number is a component of the Customer Record IPND Upload filename and refers to the position of an individual Customer

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Record IPND Upload file in relation to the other Customer Record IPND Upload files provided from the same file source.

**Cause:**

This error occurs when the validation check identifies non-digit present in the 7-digit Customer Record IPND Upload file sequence number field. Non-digit characters are not accepted as part of the Customer Record IPND Upload file sequence number. Each of the 7-digit spaces must be filled with a numeric digit representing the number of the file.

Examples of filenames that would generate this error follow:

IPNDUPXXXXX.00AB001 - Non-digit characters in sequence number  
IPNDUPXXXXX.0@00001 - Non-digit characters in sequence number

**Remediation:**

This error is corrected by:

1. Replacing the non-digit characters in the file sequence number with numerical digits. Leading spaces, leading zeros and non-digit characters are not allowed as part of the file sequence number. All the spaces provided must be filled with numeric digits that will define the sequence number.
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

The above examples would be corrected in the following way:

IPNDUPXXXXX.0000001 - Contains only 7 numeric digits in sequence number  
IPNDUPXXXXX.0000001 - Contains only 7 numeric digits in sequence number

### **3.1.14 Error Code 230F - Trailing space(s) found in upload file sequence number**

**Context:**

The Customer Record IPND Upload File Sequence Number is a key component of the Customer Record IPND Upload file name and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the Customer Record IPND Upload file sequence Number is valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies trailing spaces are present in the 7-digit Customer Record IPND Upload file sequence number field. Trailing spaces are not accepted as part of the Customer Record IPND Upload file sequence number. Each of the 7-digit spaces must be filled with a numeric digit representing the number of the file.

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Examples of Customer Record IPND Upload file names that would generate this error follow:

IPNDUPXXXXX.000001 - Trailing spaces in sequence number  
IPNDUPXXXXX.00012 - Trailing spaces in sequence number

**Remediation:**

This error is corrected by:

1. Inserting the required digits in the Customer Record IPND Upload file sequence number. Trailing spaces are not allowed as part of the Customer Record IPND Upload file sequence number and leading zeros are not provided by the database. All the trailing spaces must be populated by digits to complete the sequence number entry.

The above examples would be corrected in the following way:

IPNDUPXXXXX.0000010 - No trailing spaces in sequence number  
IPNDUPXXXXX.0001200 - No trailing spaces in sequence number

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.15 Error Code 233F - Invalid upload file footer create end date format

**Context:**

The Customer Record IPND Upload file creation end field in the file footer or file trailer contains the date and time the creation of the Customer Record IPND Upload file was completed. There is a corresponding field in the file header for the date and time the creation of the Customer Record IPND Upload file commenced. These two fields mark the beginning and end of the creation of the Customer Record IPND Upload file on the Data Provider's source system. The file footer / file trailer create end date field is 14 digits in length and follows the format YYYYMMDDHHMMSS.

**Cause:**

This error occurs when the validation check identifies that the content of the Customer Record IPND Upload file footer / file trailer create end date field is in the incorrect format.

Below are examples of when this error would occur:

TRL00000012022040425440000016 - the hours are missing  
TRL0000001202015051122440000016 - the year and month are incorrect  
TRL0000001040420221138490000016 - the date is incorrectly positioned

**Remediation:**

This error is corrected by:



- 
1. Providing a valid and correctly formatted date in the Customer Record IPND Upload file footer / file trailer create end date field.

TRL0000001202204041225440000016 - date and time correctly formatted  
TRL0000001202205051122440000016 - date and time correctly formatted  
TRL0000001202204041138490000016 - date and time correctly formatted

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.16 Error Code 234F - Upload file footer create end date is null

#### Context:

The Customer Record IPND Upload file creation end field in the file footer or file trailer contains the date and time the creation of the Customer Record IPND Upload file was completed. There is a corresponding field in the file header for the date and time the creation of the Customer Record IPND Upload file commenced. These two fields mark the beginning and end of the creation of the Customer Record IPND Upload file on the Data Provider's source system. The file footer / file trailer create end date field is 14 digits in length and follows the format YYYYMMDDHHMMSS.

#### Cause:

This error occurs when the validation check identifies that the Customer Record IPND Upload file creation end date field in the footer / file trailer is empty ie. there are only spaces in the field as shown below:

TRL0000001 0000016 - the date field is null.

#### Remediation:

This error is corrected by:

1. Replacing the empty spaces with a valid and correctly formatted date in the Customer Record IPND Upload file footer / file trailer create end date field as shown below:

TRL0000001202204041138490000016 - date and time correctly formatted

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.17 Error Code 236F - Upload file footer contains a negative record count

#### Context:

The Customer Record IPND Upload file record count field in the file footer / file trailer refers to the number of Customer Records included in the Customer Record IPND Upload file, excluding the header and trailer records. The header

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and file footer / file trailer records have the task of beginning and completing a Customer Record IPND Upload file.

The IPND must confirm exactly where a Customer Record IPND Upload file begins and ends during validation.

**Cause:**

This error occurs when the validation check identifies that the Customer Record IPND Upload file record count in the file footer / file trailer contains an invalid record count and therefore is not a true reflection of the total number of Customer Records sent. The example of a Customer Record IPND Upload file footer / file trailer record below indicates that 16 Customer Records have been sent in a Customer Record IPND Upload file. If the Customer Record IPND Upload file actually contains a different number of records this error would be generated.

TRL0000001202204041138490000016

**Remediation:**

This error is corrected by:

1. Providing the correct record count for the number of customer Records sent in the Customer Record IPND Upload file, excluding the header and trailer records.

Example: 80 Customer Records are sent in the Customer Record IPND Upload file. This means that 80 records will need to be reflected in the file footer / file trailer record as follows:

TRL0000001202204041138490000080

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.18 Error Code 237F - Unknown footer record type found in upload file

**Context:**

There are three types of records that the IPND recognises as part of a Customer Record IPND Upload file. They are Headers; Trailers (or footers) and the Customer Records.

The record types are:

Record Type	Prefix / Abbreviation
Header	HDR
*Customer Records	n/a
Trailer (or footer)	TRL

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Note: \*Customer Records do not have a prefix/abbreviation.

The header and trailer records are used to verify information such as the Customer Record IPND Upload file name, the record count and the file sequence number. The header and trailer are vital and serve the purpose of identifying where the transmission begins and ends for a Customer Record IPND Upload file, which is used to validate that all Customer Records are sent in their entirety when transmission completes.

**Cause:**

This error occurs when the validation check identifies that the trailer record type in the trailer is unknown / incorrect and therefore invalid.

The following is an example where this error would be returned:

**FTR**0000001202204041138490000016

**Remediation:**

This error is corrected by:

1. Providing the correct trailer record type = TRL in the trailer record as follows:

**TRL**0000001202204041138490000016

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### **3.1.19 Error Code 238F - Invalid character(s) found in upload file footer record count**

**Context:**

The Customer Record IPND Upload file record count field in the file footer / file trailer refers to the number of Customer Records included in the Customer Record IPND Upload file, excluding the header and trailer records. The header and file footer / file trailer records have the task of beginning and completing a Customer Record IPND Upload file.

The IPND must confirm exactly where a Customer Record IPND Upload file begins and ends during validation.

**Cause:**

This error occurs when the validation check identifies that the Customer Record IPND Upload file record count field is populated with non-numerical characters.

The Customer Record IPND Upload file record count in the file footer / file trailer is a 7-digit field reflecting the number of transaction records in the Customer Record IPND Upload file, excluding the header and footer / trailer records.

The following are examples where this error would be returned:

---

TRL0000001202204041138490\$0160  
TRL00000012022040411384900020@7  
TRL000000120220404113849eighteen

**Remediation:**

This error is corrected by:

1. Providing the correct file record count in the file footer / file trailer record as follows:

TRL0000001202204041138490000160

TRL0000001202204041138490002087

TRL0000001202204041138490000018

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### **3.1.20 Error Code 239F - Upload file trailer record count does not match number of records found in file**

**Context:**

The Customer Record IPND Upload file header and trailer records are used to verify information such as the file name, the record count and the file sequence number. The header and trailer are vital and serve the purpose of identifying where the transmission begins and ends for a Customer Record IPND Upload file, which is used to validate that all Customer Records are sent in their entirety when transmission completes.

The Customer Record IPND Upload file record count field in the file footer / file trailer refers to the number of Customer Records included in the Customer Record IPND Upload file, excluding the header and trailer records. The file record count field must contain a valid and accurate entry reflecting the total number of actual Customer Records sent in the Customer Record IPND Upload file.

**Cause:**

This error occurs when the validation check identifies that the Customer Record IPND Upload file record count field does not match the total number of Customer Records in the Customer Record IPND Upload file.

The Customer Record IPND Upload file record count in the file footer / file trailer is a 7-digit field reflecting the number of Customer Records in the Customer Record IPND Upload file, excluding the header and footer / trailer records.

The following is an example where this error would be returned for a Customer Record IPND Upload file containing 3896 Customer Records:

TRL0000001202204041138490000192

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**Remediation:**

This error is corrected by:

1. Providing the correct file record count in the file footer / file trailer record as follows:

TRL0000001202204041138490003896

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.21 Error Code 240F - Upload file footer record count is null

**Context:**

The header and trailer records are used to verify information such as the file name, the record count and the file sequence number. The header and trailer are vital and serve the purpose of identifying where the transmission begins and ends for a Customer Record IPND Upload file, which is used to validate that all Customer Records are sent in their entirety when transmission completes.

The Customer Record IPND Upload file record count field in the file footer / file trailer refers to the number of Customer Records included in the Customer Record IPND Upload file, excluding the header and trailer records. The file record count field must contain a valid and accurate entry reflecting the total number of actual Customer Records sent in the Customer Record IPND Upload file.

**Cause:**

This error occurs when the validation check identifies that the file record count field is blank / empty / missing.

The Customer Record IPND Upload file record count in the file footer / file trailer is a 7-digit field reflecting the number of Customer Records in the Customer Record IPND Upload file, excluding the header and footer / trailer records.

The following is an example where this error would be returned, as the record count field is blank / empty:

TRL000000120220404113849

**Remediation:**

This error is corrected by:

1. Providing the correct file record count in the file footer / file trailer record. The below example is for a Customer Record IPND Upload file that contains 1002 data records:

TRL0000001202204041138490001002

2. Resend the updated file/s;

- 
3. Review the corresponding .err file/s to ensure they passed validation.

### **3.1.22 Error Code 241F - Number of records exceeds maximum limit**

**Context:**

A limitation applies to the number of Customer Records that are permitted in a Customer Record IPND Upload file = 100,000 Customer Records + the file header and the file footer / file trailer.

This limit was introduced to preserve the integrity of the IPND. Very large files can not only potentially cause errors, but also have an effect on downstream users.

**Cause:**

This error occurs when the validation check identifies that the file record count exceeds the limit of 100,000 Customer Records. The header and footer / trailer records are not counted.

**Remediation:**

This error is corrected by:

1. Remove the excess Customer Records from the initial Customer Record IPND Upload file and create a new Customer Record IPND Upload file with the excess Customer Records removed from the first file. Be sure to use a subsequent file sequence number for the second / new file.
2. Resend the updated file/s in the correct sequence;
3. Review the corresponding .err file/s to ensure they passed validation.

### **3.1.23 Error Code 242F - Invalid character(s) found in upload file footer sequence number**

**Context:**

The Customer Record IPND Upload file sequence number is a key component of the Customer Record IPND Upload file footer / file trailer and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the file sequence number in the file footer / file trailer is valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies invalid character(s) are present in the 7-digit file footer file sequence number field. The file sequence number must contain 7 numeric characters representing the number of the Customer Record IPND Upload file.

The following are examples where this error would be returned:

---

TRL000@001202204041138490000160  
TRL00\*000\*202204041138490002087  
TRL=+00001202204041138490000018

**Remediation:**

This error is corrected by:

1. Update the file footer / file trailer and ensure the file sequence number is in the correct format = 7 x numeric characters;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Examples of file footer / file trailer with correctly formatted file sequence numbers:

TRL0000001202204041138490000160  
TRL0000001202204041138490002087  
TRL0000001202204041138490000018

### 3.1.24 Error Code 243F - Upload file footer sequence number is null

**Context:**

The file sequence number is a key component of the Customer Record IPND Upload file footer / file trailer and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the file sequence number in the file footer / file trailer is valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies that the file sequence number field on the file footer / file trailer is blank / empty / missing. The file sequence number must contain 7 numeric characters representing the number of the Customer Record IPND Upload file.

The following is an example of where this error would be returned:

TRL [REDACTED]202204041138490000160

**Remediation:**

This error is corrected by:

1. Update the file footer / file trailer and ensure the file sequence number is in the correct format = 7 x numeric characters.

The below example is for a Customer Record IPND Upload file which is the first file to be sent to the IPND Production environment, thereby the file sequence number is 0000001:

---

TRL0000001202204041138490000160

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.25 Error Code 245F - Invalid upload file header create date format

#### Context:

The file creation start field in the file header contains the date and time the creation of the data file commenced. There is a corresponding field in the file footer / file trailer for the date and time the creation of the data file completed. These two fields mark the beginning and end of the creation of the Customer Record IPND Upload file on the Data Provider's source system. The file creation start date field in the file header is 14 digits in length and follows the format YYYYMMDDHHMMSS.

#### Cause:

This error occurs when the validation check identifies that the content of the file creation start date field in the file header is in the incorrect format.

Below is an example of when this error would occur:

HDRIPNDUPXXXXX.000001228042022112233

#### Remediation:

This error is corrected by:

1. Providing a valid and correctly formatted date in the file creation start date field in the file header as shown below:

HDRIPNDUPXXXXX.000001220220428112233

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.26 Error Code 246F - Upload file header create start date is null

#### Context:

The file creation start field in the file header contains the date and time the creation of the Customer Record IPND Upload file commenced. There is a corresponding field in the file footer / file trailer for the date and time the creation of the Customer Record IPND Upload file completed. These two fields mark the beginning and end of the creation of the Customer Record IPND Upload file on the Data Provider's source system. The file creation start date field in the file header is 14 digits in length and follows the format YYYYMMDDHHMMSS.



---

**Cause:**

This error occurs when the validation check identifies that the content of the file creation start date field in the file header is empty ie. there are only spaces in the field as shown below:

HDRIPNDUPXXXXX.0000012 [REDACTED] - the date field is null / empty / blank.

**Remediation:**

This error is corrected by:

1. Replacing the empty spaces with a valid and correctly formatted date in the file creation start date field in the file header as shown below:

HDRIPNDUPXXXXX.000001220220428112233 - date and time is correctly formatted and populated

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.27 Error Code 247F - Invalid file source found in upload file header

**Context:**

The file source code is a unique 5-digit code issued to Data Providers at registration to the IPND by the IPND Manager. The file source code identifies the Data Provider and their source system that provides their Customer Records.

The file source code is a component of the file name and header for the Customer Record IPND Upload file.

The validation check confirms that the file source code quoted is a match to registered Data Provider file source code details in the IPND.

**Cause:**

This error occurs when the validation check fails and cannot match the file source code quoted in the Customer Record IPND Upload file header to registered Data Provider file source code details in the IPND.

**Example:**

Data Provider 'A' has 2 x registered source systems and was issued a file source code for each source system at time of registration by the IPND Manager: [REDACTED] and [REDACTED].

IPNDUPXXXXX.0000001	Valid code	Accepted
IPNDUPYYYYY.0000001	Valid code	Accepted
IPNDUP[REDACTED].0000002	Invalid code	Rejected
IPNDUP[REDACTED].0000002	Invalid code	Rejected

---

In the above example, Data Provider 'A' has sent Customer Record IPND Upload files using two valid file source codes (XXXXX & YYYYY) and two invalid file source codes (XXXXY & ZZZZ).

The Customer Record IPND Upload files using invalid file source codes of XXXXY and ZZZZ were rejected because the validation check did not locate a matching file source code to registered Data Providers in the IPND, resulting in generation of an error on the corresponding .err report.

**Remediation:**

This error is corrected by:

1. Update the Customer Record IPND Upload file/s and ensure the correct file source code/s are used in the file name and file header,
2. Resend the updated file/s,
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.28 Error Code 248F - Invalid file type found in upload file header

**Context:**

All Customer Record IPND Upload files are required to have every field populated in the correct format in the Customer Record IPND Upload file header. The file header is a 35-character string detailing important information about the file and is critical to validation to confirm that the Customer Record IPND Upload file has been sent intact.

**Cause:**

This error occurs when the validation check identifies that the file type field in the file header is incorrect. The file type field must be populated with 'UP'. Any other entry is invalid.

Header: HDRIPNDXXYYYYY000000120220428112233

Header: HDRIPND YYYYYY000000120220428112233

Header: HDRIPND@\$YYYYY000000120220428112233

**Remediation:**

This error is corrected by:

1. Update the file header and ensure the correct file type of UP is used in the filename;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

The correct header for the above examples is below:

---

Header: HDRIPNDUPYYYYY000000120220428112233

### 3.1.29 Error Code 249F - Invalid record type found in upload file header

#### Context:

There are three types of records that the IPND recognises as part of a Customer Record IPND Upload file. They are Headers; Trailers (or footers) and the Customer Records.

The record types are:

Record Type	Prefix / Abbreviation
Header	HDR
*Customer Records	n/a
Trailer (or footer)	TRL

Note: \*Customer Records do not have a prefix/abbreviation.

The Header and Trailer records are used to verify information such as the file name, the record count and the file sequence number. The header and trailer are vital and serve the purpose of identifying where the transmission begins and ends for a Customer Record IPND Upload file, which is used to validate that all Customer Records are sent in their entirety when transmission completes.

#### Cause:

This error occurs when the validation check identifies that the header record type in the header is incorrect and therefore invalid.

The following is an example where this error would be returned:

Header: TRLIPNDUPYYYYY000000120220428112233

Header: @#RIPNDUPYYYYY000000120220428112233

#### Remediation:

This error is corrected by:

1. Providing the correct header record type = HDR in the header record as follows:

Header: HDRIPNDUPYYYYY000000120220428112233

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.30 Error Code 250F - Invalid character(s) found in upload file header sequence number

#### Context:

---

The Customer Record IPND Upload file sequence number is a key component of the Customer Record IPND Upload file header and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the file sequence number in the file header is valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies invalid character(s) are present in the 7-digit file header file sequence number field. The file sequence number must contain 7 numeric characters representing the number of the Customer Record IPND Upload file.

The following are examples where this error would be returned:

HDRIPNDUPYYYYY0#00@0120220428112233 - Invalid characters  
HDRIPNDUPYYYYYABC000120220428112233 - Invalid characters

**Remediation:**

This error is corrected by:

1. Update the file header and ensure the file sequence number is in the correct format = 7 x numeric characters;
2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

Examples of file header with correctly formatted file sequence numbers:

HDRIPNDUPYYYYY000000120220428112233 - Valid characters  
HDRIPNDUPYYYYY000000120220428112233 - Valid characters

### 3.1.31 Error Code 251F - Upload file header sequence number is null

**Context:**

The Customer Record IPND Upload file sequence number is a key component of the Customer Record IPND Upload file header and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the file sequence number in the file header is valid and correctly formatted.

**Cause:**

This error occurs when the validation check identifies that the file sequence number field on the header is blank / empty / missing. The file sequence number must contain 7 numeric characters representing the number of the Customer Record IPND Upload file.

The following is an example of where this error would be returned:

HDR [REDACTED]202204041138490000160

---

**Remediation:**

This error is corrected by:

1. Update the file header and ensure the file sequence number is in the correct format = 7 x numeric characters.

The below example is for a Customer Record IPND Upload file which is the first file to be sent to the IPND Production environment, thereby the file sequence number is 0000001:

```
HDR0000001202204041138490000160
```

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.32 Error Code 252F - Upload file header sequence number does not match footer sequence number

**Context:**

The Customer Record IPND Upload file sequence number is a key component of the Customer Record IPND Upload file header and is essential for identifying a specific Customer Record IPND Upload file provided for each file source code. It is important that the file sequence number in the file header is valid and correctly formatted. The file sequence number must contain 7 numeric characters representing the number of the Customer Record IPND Upload file.

**Cause:**

This error occurs when the validation check identifies that the file sequence number field on the header does not match the file sequence number in the file footer / file trailer, as per the following example:

```
HDRIPNDUPXXXXX0000099202204041138490000160  
TRL0000009202204041138490000160
```

**Remediation:**

This error is corrected by:

1. Update the file header and ensure the file sequence number is in the correct format = 7 x numeric characters and matches the file sequence number in the file footer / file trailer;

The below example is for a Customer Record IPND Upload file which is the first file to be sent to the IPND Production environment, thereby the file sequence number is 0000001:

```
HDRIPNDUPXXXXX0000001202204041138490000160  
TRL0000001202204041138490000160
```

2. Resend the updated file/s;



---

---

---

---

---

---

---

---

2. Resend the updated file/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.1.34 Error Code 254F - Upload file footer is too small

**Context:**

The IPND is designed to accept records at a defined length to ensure accuracy and carry out validation. Defining a standard record length enables the IPND to correctly identify the start and end for each record, so that it can be processed in its entirety and ensure completeness. The defined standard length for each record is 906 characters. This defined standard length applies to all record types: the header record, the footer / trailer record and Customer Records.

**Cause:**

This error occurs when the validation check identifies that Customer Record IPND Upload file footer / file trailer record size contains less than the defined standard length of 906 characters, as per the following example which is missing the last two characters of the record count filed and 625 spaces:

TRL0000001202201012222200001\_\_\_\_\_

---

---

---

---

**Remediation:**

This error is corrected by:

1. Update the file footer / file trailer and ensure that all the fields are in the correct format and location. Add spaces so that the file footer / file trailer record size is exactly 906 characters in length as per the following example:

TRL000000120220101222220000100\_\_\_\_\_

---

---

---

---

---

---

---

---













---

### 3.2 Mandatory Hard Errors

The IPND commences validation at the file level for all Customer Record IPND Upload files, prior to carrying out further checks at a record or field level.

This means that if a Customer Record IPND Upload file is rejected due to the presence of a file level error, no records are processed or admitted into the IPND until all the errors at file level have been corrected and a valid Customer Record IPND Upload file has been sent.

Once the IPND has confirmed that there are no file level errors present, the Customer Record IPND Upload file will undergo further validation at an individual record level and field level.

The IPND will validate every Customer Record contained in the Customer Record IPND Upload file for completeness and accuracy. Essential information that is missing will cause the Customer Record to be returned to the Data Provider with a Mandatory Hard error.

Any invalid essential information will result in the generation of a Mandatory Hard error. Invalid information includes values submitted in the incorrect format, such as numeric fields containing non-numeric values and non-numeric fields containing numeric values. An example: a public number has been entered in the locality field, which results in the generation of a Mandatory Hard error.

A Mandatory Hard Error may also be generated if validation identifies a conflict with Customer Records already present in the IPND.

Customer Records that result in the generation of a Mandatory Hard error/s will not be processed and added to the IPND. The Customer Record will only be added once the cause for the Mandatory Hard error is resolved and the Customer Record resent without the generation of further Mandatory Hard errors.

Below is an example of a Customer Record sent to the IPND:

```
0299999999_____CFFJOHNSMITHPTYLTD_____T/
AJOHNSMITHSOLUTIONSPTYLTD_____
_____
JOHNSMITHPTYLTD_____
_____UNITS___6A___8CFL___3ATREASURYBUIL
DING_____REAR_____15A_
___19CSMITH_____ST___SOUTH_____
_____SMITHFIELD_____VIC3000_UNITS_
___6A___8CFL___3ATREASURYBUILDING_____REAR_
_____15A___19CSMITH_____ST_
_____SOUTH_____SMITHFIELD_____
_____VIC3000LEBFAX___SMITH_____
_____JOHN_____0299999999
9YYYXXXXX_2022010100000019990101000000T_____0288888888
```

---

### 3.2.1 Error Code 005MH - Unprintable Character in record

**Context:**

The required format for all Customer Record IPND Upload files sent to the IPND is 'flat ASCII' format.

All records are to be printable characters in the range ASCII 32 to ASCII 126 inclusive. The only exceptions are to be the record delimiter characters which will be ASCII 10 (newline).

**Cause:**

This error occurs when the validation check identifies that unprintable characters outside of the allowed range (ASCII 32 to ASCII 126) are found in the Customer Record.

The IPND will not accept any characters outside the allowed range.

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that all the fields are in the correct format and location. Discard / remove all unprintable characters outside of the allowed range (ASCII 32 to ASCII 126) and ensure that the Customer Record size is exactly 906 characters in length.
2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.2 Error Code 006MH - Missing Public Number

**Context:**

The public number is the unique identifier of a Customer Record . There may be many Customer Records in the database with the same service address and customer contact, however there can only be one Customer Record in the IPND for a specific public number at any given time. The Customer Record will have a status of 'C' = connected or 'D' = disconnected.

**Cause:**

This error occurs when the validation check identifies that the public number is missing from the Customer Record.

The public number is the first field in a Customer Record. The public number field occupies the first 20-character spaces.

The public number entry must not have any leading spaces, and the public number area code must begin in the very first available space in the public number field.

---

In the below example, the first 61 characters are shown. Note that the public number is missing from the Customer Record:

\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the public number is populated in the correct field and position. Also ensure that the public number is in the correct format as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.3 Error Code 007MH - Missing service status code

**Context:**

The service status code is a single character field indicating the status of the Customer Record . A Customer Record will have a service status code value that is either 'C' = connected or 'D' = disconnected.

Only one Customer Record may exist for a Public Number either reflecting a connected or disconnected status for a public number in the IPND.

The correct service status must be applied against a Public Number to enable further validation to be carried out.

**Cause:**

This error occurs when the validation check identifies that the service status field is left blank.

The below is an example that shows the service status code missing:

0299999999\_\_\_\_\_FFJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the correct service status code ('C' or 'D') is populated in the correct field and position. Also ensure that the service status code is in the correct format as per the below examples:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

0299999999\_\_\_\_\_DFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;

- 
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.4 Error Code 008MH - Missing pending flag

**Context:**

Pending records are no longer accepted into the IPND, however this flag continues to exist due to the expense and effort required for all Data Providers to update their systems. This flag will remain and must be populated with a 'F' for false.

**Cause:**

This error occurs when the validation check identifies that the pending flag field is left blank.

The below is an example that shows the pending flag is missing:

0299999999\_\_\_\_\_C JJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the pending flag is populated with a 'F' for false in the correct field and position as per the below example:

0299999999\_\_\_\_\_CF JJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.5 Error Code 009MH - Missing cancel pending flag

**Context:**

Pending records are no longer accepted into the IPND, however this flag continues to exist due to the expense and effort required for all Data Providers to update their systems. This flag will remain and must be populated with a 'F' for false.

**Cause:**

This error occurs when the validation check identifies that the cancel pending flag field is blank / missing.

The below is an example that shows the cancel pending flag is missing:

0299999999\_\_\_\_\_CF JJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:



- 
1. Update the Customer Record and ensure that the cancel pending flag is populated with a 'F' for false in the correct field and position as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.6 Error Code 010MH - Missing list code

#### Context:

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

LE = Listed Entry

SA = Suppressed Address

UL = Unlisted

Validation has been created to ensure that the list code field has been populated with a valid list code for each Customer Record.

#### Cause:

This error occurs when the validation check identifies that the list code field is blank / missing, per the below example:

SMITHFIELD\_\_\_\_\_VIC3000\_\_\_\_\_BFAX\_\_

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the list code field is populated correctly as per the below example:

SMITHFIELD\_\_\_\_\_VIC3000LEBFAX\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.7 Error Code 012MH - Missing data provider code

#### Context:

The data provider code is a unique 6-digit code issued to Data Providers at registration to the IPND by the IPND Manager. The data provider code identifies the Data Provider who sent the record to the IPND.

---

The validation check confirms that the data provider code quoted is a match to registered data provider code details in the IPND.

**Cause:**

This error occurs when the validation check identifies that the data provider code field in the Customer Record is blank / missing / empty. The data provider code is mandatory information used for validation by the database and must be provided with each Customer Record.

The below is an example that shows the data provider code is missing:

YY [REDACTED] 2022010100000019990101000000F \_\_\_\_\_ 0288888888

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the data provider field is populated correctly as per the below example:

YY [REDACTED] 2022010100000019990101000000F \_\_\_\_\_ 0288888888

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.8 Error Code 013MH - Incorrect service status code

**Context:**

The service status code is a single character field indicating the status of the service record. A Customer Record will have a service status code value that is either 'C' = connected or 'D' = disconnected.

Only one current Customer Record may exist for each Public Number either reflecting a connected or disconnected status for a public number in the IPND.

The correct service status must be applied against a Public Number to enable further validation to be carried out.

**Cause:**

This error occurs when the validation check identifies that the service status field is invalid / incorrect.

The below is an example that shows the service status code missing:

0299999999 \_\_\_\_\_ 1TFJOHNSMITHPTLTD \_\_\_\_\_

**Remediation:**

This error is corrected by:

- 
1. Update the Customer Record and ensure that the correct service status code ('C' or 'D') is populated in the correct field and position. Also ensure that the service status code is in the correct format as per the below examples:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

0299999999\_\_\_\_\_DFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.9 Error Code 014MH - Incorrect pending flag

#### Context:

Pending records are no longer accepted into the IPND, however this flag continues to exist due to the expense and effort required for all Data Providers to update their systems. This flag will remain and must be populated with a 'F' for false.

#### Cause:

This error occurs when the validation check identifies that the pending flag field is invalid / incorrect.

The below is an example that shows the pending flag is invalid / incorrect:

0299999999\_\_\_\_\_CNFJOHNSMITHPTYLTD\_\_\_\_\_

0299999999\_\_\_\_\_CXFJOHNSMITHPTYLTD\_\_\_\_\_

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the pending flag is populated with a 'F' for false in the correct field and position as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.10 Error Code 015MH - Incorrect cancel pending flag

#### Context:

Pending records are no longer accepted into the IPND, however this flag continues to exist due to the expense and effort required for all Data Providers to update their systems. This flag will remain and must be populated with a 'F' for false.

#### Cause:

---

This error occurs when the validation check identifies that the cancel pending flag field is invalid / incorrect.

The below is an example that shows the pending flag is invalid / incorrect:

0299999999\_\_\_\_\_CFNJOHNSMITHPTYLTD\_\_\_\_\_

0299999999\_\_\_\_\_CFXJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the cancel pending flag is populated with a 'F' for false in the correct field and position as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.11 Error Code 016MH - Incorrect list code

**Context:**

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

'LE' = Listed Entry

'SA' = Suppressed Address

'UL' = Unlisted

Validation has been created to ensure that the list code field has been populated with a valid list code for each Customer Record.

**Cause:**

This error occurs when the validation check identifies that the list code field is invalid / incorrect, per the below example:

SMITHFIELD\_\_\_\_\_VIC3000XYBFAX\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the list code field is populated correctly as per the below example:

---

SMITHFIELD _____	VIC3000LEBFAX__
SMITHFIELD _____	VIC3000ULBFAX__
SMITHFIELD _____	VIC3000SABFAX__

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.12 Error Code 017MH - Incorrect data provider code

#### Context:

The data provider code is a unique 6-digit code issued to Data Providers at registration to the IPND by the IPND Manager. The data provider code identifies the Data Provider who sent the Customer Record to the IPND.

The validation check confirms that the data provider code quoted is a match to registered data provider code details in the IPND.

#### Cause:

This error occurs when the validation check identifies that the data provider code field in the Customer Record is incorrect / invalid. The data provider code is mandatory information used for validation by the database and must be provided with each Customer Record.

The below is an example that shows the data provider code is incorrect / invalid:

YYYSAM123202201010000001999010100000F\_\_\_\_\_0288888888

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the data provider field is populated correctly as per the below example:

YYYXXXXXX2022010100000020220101000000F0288888888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.13 Error Code 041MH - Change Data Provider (CDP) disconnect attempted

#### Context:

The IPND carries out validation for every Customer Record to ensure the information received is valid and accurate. This error code is designed to prevent the unauthorised disconnection of services. For a 'D' update to occur for a Customer Record, the Data Provider codes for the Disconnect transaction and the Connected service record must match.

#### Cause:

---

This error occurs when the validation check identifies that a Data Provider has submitted a D = disconnect update for a service record that is connected with a different data provider code. For a 'D' update to occur, the data provider codes for the disconnect Customer Record and the connected Customer Record must match.

For example, Data Provider 'A' has a connected Customer Record, however Data Provider 'B' is trying to update the service status to D = disconnected in the IPND:

Public Number	Status	Data Provider
02 99999999	C	A
02 99999999	D	B

**Remediation:**

There is no need to take any corrective action.

### 3.2.14 Error Code 100MH - Public number includes leading spaces

**Context:**

The public number is the unique identifier of a Customer Record. There may be many Customer Records in the database with the same service address and customer contact, however there can only be one Customer Record in the IPND for a public number at any given time. The Customer Record will have a status of C = connected or D = disconnected.

**Cause:**

This error occurs when the validation check identifies that the public number has been populated with leading spaces in the Customer Record.

The public number is the first field in a Customer Record. The public number field occupies the first 20-character spaces.

The public number entry must not have any leading spaces, and the public number area code must begin in the very first available space in the public number field.

In the below example, the first 61 characters are shown. Note that the public number contains leading spaces in the public number field:

0299999999CTTJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the public number is populated in the correct field and position. Also ensure that the public number is in the correct format as per the below example:

---

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.15 Error Code 101MH - Public Number includes embedded spaces

#### Context:

The public number is the unique identifier of a Customer Record. There may be many Customer Record in the IPND with the same service address and customer contact, however there can only be one Customer Record in the IPND for a public number at any given time. The Customer Record will have a status of C = connected or D = disconnected.

#### Cause:

This error occurs when the validation check identifies that the public number has been populated with embedded spaces in the Customer Record.

The public number is the first field in a Customer Record. The public number field occupies the first 20-character spaces.

The public number entry must not have any leading spaces, and the public number area code must begin in the very first available space in the public number field.

In the below example, the first 61 characters are shown. Note that the public number contains embedded spaces in the public number field:

02 9999 9999\_\_\_\_\_CTFJOHNSMITHPTYLTD\_\_\_\_\_

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the public number is populated in the correct field and position. Also ensure that the public number is in the correct format as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.16 Error Code 106MH - Pending service record no longer accepted

#### Context:

Pending records are no longer accepted into the IPND, however the pending flag continues to exist due to the expense and effort required for all Data Providers to update their systems. This flag will remain and must be populated with a 'F' for false.

---

**Cause:**

This error occurs when the validation check identifies that the pending flag field has been populated with T = true.

The below is an example that shows the pending flag = T:

0299999999\_\_\_\_\_CTFJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the pending flag is populated with a 'F' for false in the correct field and position as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.17 Error Code 110MH - Non numeric in public number

**Context:**

The public number is the unique identifier of a Customer Record. There may be many Customer Records in the IPND with the same service address and customer contact, however there can only be one Customer Record in the IPND for a public number at any given time. The Customer Record will have a status of C = connected or D = disconnected.

**Cause:**

This error occurs when the validation check identifies that the public number has been populated with non-numeric characters in the Customer Record.

The public number is the first field in a Customer Record. The public number field occupies the first 20-character spaces.

The public number entry must not have any leading spaces, and the public number area code must begin in the very first available space in the public number field.

In the below example, the first 61 characters are shown. Note that the public number contains embedded spaces in the public number field:

02\*99#9999&\_\*\_\_\_\_\_CTFJOHNSMITHPTYLTD\_\_\_\_\_

**Remediation:**

This error is corrected by:



1. Update the Customer Record and ensure that the public number is populated in the correct position. Also ensure that the public number is in the correct format with numeric characters only as per the below example:

0299999999\_\_\_\_\_CFFJOHNSMITHPTYLTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.2.18 Error Code 257MH - Upload file record is too large

**Context:**

The IPND is designed to accept records at a fixed length to ensure accuracy and carry out validation. Defining a standard record length enables the IPND to correctly identify the start and end for each record, so that it can be processed in its entirety and ensure completeness. The defined standard length for each record is 906 characters. This defined standard length applies to all record types: the header record, the footer / trailer record and Customer Records.

**Cause:**

This error occurs when the validation check identifies that the Customer Record size has exceeded the defined standard length of 906 characters.

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that all the fields are in the correct format and location. Discard / remove the excess spaces so that the Customer Record size is exactly 906 characters in length as per the following example:

```
0299999999_____CFFJOHNSMITHPTYLTD_____T/
AJOHNSMITHSOLUTIONSPTYLTD_____
_____
JOHNSMITHPTYLTD_____
_____UNITS_6___A8___CFL3___ATREASURYBUIL
DING_____REAR_____15___A_
_19___CSMITH_____ST_____SOUTH_____
_____SMITHFIELD_____VIC3000_UNITS_6
___A8___CFL3___ATREASURYBUILDING_____REAR_____
_____15___A_19___CSMITH_____ST_
_____SOUTH_____SMITHFIELD_____
_____VIC3000LEBFAX___SMITH_____
_____JOHN_____0299999999_____
_YYYYXXXX_2022010100000020220101000000T0288888888_____
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

---

### 3.2.19 Error Code 258MH - Upload file record is too small

**Context:**

The IPND is designed to accept records at a defined length to ensure accuracy and carry out validation. Defining a standard record length enables the IPND to correctly identify the start and end for each record, so that it can be processed in its entirety and ensure completeness. The defined standard length for each record is 906 characters. This defined standard length applies to all record types: the header record, the footer / trailer record and Customer Records.

**Cause:**

This error occurs when the validation check identifies that the Customer Record size contains less than the defined standard length of 906 characters.

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that all the fields are in the correct format and location. Add spaces so that the Customer Record size is exactly 906 characters in length as per the following example:

```
0299999999_____CFFJOHNSMITHPTYLTD_____T/  
AJOHNSMITHSOLUTIONSPTYLTD_____  
  
JOHNSMITHPTYLTD_____  
_____UNITS_6___A8___CFL3___ATREASURYBUIL  
DING_____REAR_____15___A_  
_19___CSMITH_____ST_____SOUTH_____  
_____SMITHFIELD_____VIC3000_UNITS_6  
___A8___CFL3___ATREASURYBUILDING_____REAR_____  
_____15___A___19___CSMITH_____ST_  
_____SOUTH_____SMITHFIELD_____  
_____VIC3000LEBFAX___SMITH_____  
_____JOHN_____0299999999_____  
_YYYYXXXX_2022010100000020220101000000T0288888888_____
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

---

### 3.3 Mandatory Soft Errors

The IPND commences validation at the file level for all Customer Record IPND Upload files, prior to carrying out further checks at a record or field level.

This means that if a Customer Record IPND Upload file is rejected due to the presence of a file level error, no Customer Records are processed or admitted into the IPND until all the errors at file level have been corrected and a valid Customer Record IPND Upload file has been sent.

Once the IPND has confirmed that there are no file level errors present, the Customer Record IPND Upload file will undergo further validation at an individual Customer Record level and field level.

The IPND will validate every Customer Record contained in the Customer Record IPND Upload file for completeness and accuracy. Essential information that is missing will cause the record to be returned to the Data Provider with a Mandatory Hard error.

Customer Records that result in the generation of a Mandatory Hard error/s will not be processed and added to the IPND. The Customer Record will only be added once the cause for the Mandatory Hard error is resolved and the Customer Record resent without the generation of further Mandatory Hard errors.

Once validation has found no Mandatory Hard errors, the IPND will proceed to validate the Customer Record for Soft Errors.

Soft errors refer to Mandatory Soft fields in a Customer Record that must contain a valid value but are either empty, have an invalid value or one that is incompatible / in an incorrect format. These Customer Records wherever possible will be processed and added to the IPND but flagged with soft error. The Data Provider will be advised of the presence of Soft Errors via the .err file.

#### 3.3.1 Error Code 020MS - Missing customer name 1

**Context:**

The Customer Record contains multiple fields where the end user's name can be populated.

Example of these fields are: customer name 1; customer name 2; long name and finding name fields.

As there are multiple customer name fields in various sections of the Customer Record, to ensure that least one field is populated a validation was introduced against the customer name 1 field has been made a Mandatory Soft field.

**Cause:**

This error occurs when the validation check identifies that the customer name 1 field is blank / missing / not been populated, as per the below example:

---

0299999999\_\_\_\_\_CFF\_\_\_\_\_T/A  
\_JOHN\_SMITH\_SOLUTIONS\_PTY\_LTD\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
OHN\_SMITH\_PTY\_LTD\_\_\_\_\_

Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the customer name 1 field is populated in the correct position as per the below example:

0299999999\_\_\_\_\_CFFJOHN\_SMITH\_PTY\_LTD\_\_\_\_\_T/  
A\_JOHN\_SMITH\_SOLUTIONS\_PTY\_LTD\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
JOHN\_SMITH\_PTY\_LTD\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.2 Error Code 026MS - Missing usage code

#### Context:

The usage code is a Mandatory Soft field which refers to the customer type. The field is to be populated with a single alpha character.

There are 5 valid options available:

- 'G' Government;
- 'B' Business;
- 'R' Residential;
- 'C' Charity and
- 'N' Not Available.

#### Cause:

This error occurs when the validation check identifies that the usage code field is either blank / missing / not been populated, as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LE\_\_\_\_\_FAX

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the usage code field is populated in the correct position and format as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEB\_\_\_\_\_FAX

- 
2. Resend the updated Customer Record/s;
  3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.3 Error Code 027MS - Missing carriage service provider code

#### Context:

The carriage service provider (CSP) code is 3-digit alpha numeric code issued by the IPND Manager upon registration of a new Carriage Service Provider and is used to identify the entity that is providing the service to the end user / customer.

The CSP code is a Mandatory Soft field which identifies the Carriage Service Provider for a specific Customer Record in the IPND.

#### Cause:

This error occurs when the validation check identifies that the CSP code field is either blank / missing / not been populated, as per the below example:

0299999999 \_\_\_\_\_ [REDACTED] XXXXXX2022010100000020220101000000F0288888  
888 \_\_\_\_\_

#### Remediation:

This error is corrected by:

Update the Customer Record and ensure that the CSP code field is populated in the correct position and format as per the below example:

0299999999 \_\_\_\_\_ [REDACTED] YYYXXXXX2022010100000020220101000000F0288888  
888 \_\_\_\_\_

Resend the updated Customer Record/s;

Review the corresponding .err file/s to ensure they passed validation.

### 3.3.4 Error Code 028MS - Missing transaction date

#### Context:

The transaction date is a 14-digit numeric field referring to the date / time the transaction occurred in the CSP's / Data Provider's source system. This date should refer to the date and time the current service status was activated / supplied to the end user / customer.

#### Cause:

This error occurs when the validation check identifies that the transaction date field is either blank / missing / not been populated, as per the below example:

0299999999 \_\_\_\_\_ YYYXXXXX [REDACTED] 20220101000000F0288888  
888 \_\_\_\_\_

---

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the transaction date field is populated in the correct position and format as per the below example:

0299999999\_\_\_\_\_YYYXXXXX2022010100000020220101000000F0288888  
888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.5 Error Code 029MS - Missing service status date

**Context:**

The service status date is a 14-digit numeric field referring to the date / time the transaction occurred in the CSP's / Data Provider's source system.

The service status date may be the same date as the transaction date, however when updates are made to other fields, the service status date should not change and continue to show the date the service was connected / activated. Any updates that occur should be reflected on the transaction date.

**Cause:**

This error occurs when the validation check identifies that the service status date field is either blank / missing / not been populated, as per the below example:

0299999999\_\_\_\_\_YYYXXXXX20220101000000\_\_\_\_\_F0288888  
888\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the transaction date field is populated in the correct position and format as per the below example:

0299999999\_\_\_\_\_YYYXXXXX2022010100000020220101000000F0288888  
888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.6 Error Code 030MS - Missing alternate address flag

**Context:**

The alternate address flag is a Mandatory Soft field to identify where the service terminates / is located.

---

The alternate address field is to be populated with a single alpha character: F = False, to indicate that the IPND service address is the location for the service / the termination point; and T = True, to indicate that the service termination point is located elsewhere. This most commonly occurs for inbound numbers / PABX phones etc.

**Cause:**

This error occurs when the validation check identifies that the alternate address flag is either blank / missing / not been populated, as per the below example:

0299999999\_\_\_\_\_YYYXXXXX2022010100000020220101000000F0288888  
888\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the alternate address field is populated in the correct position and format as per the below example:

0299999999\_\_\_\_\_YYYXXXXX\_2022010100000020220101000000F0288888  
888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.7 Error Code 031MS - Missing finding name

**Context:**

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

- 'LE' Listed Entry
- 'SA' Suppressed Address
- 'UL' Unlisted

Validation has been created to ensure that the details required for publishing per customer preference is provided to Public Number directories if the list code field is populated with 'LE' or 'SA'.

The finding name 1 field refers to the customer name which is to be included in Public Number Publications if the list code of a Customer Record = LE or SA.

**Cause:**

This error occurs when the validation check identifies that the finding name 1 field is either blank / missing / not been populated when the list code is LE or SA, as per the below example:

---

0299999999\_\_\_\_\_CFFJOHN\_SMITH\_PTY\_LTD\_\_\_\_\_T/  
A\_JOHN\_SMITH\_SOLUTIONS\_PTY\_LTD\_\_\_\_\_



**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the finding name 1 field is populated in the correct position as per the below example:

0299999999\_\_\_\_\_CFFJOHN\_SMITH\_PTY\_LTD\_\_\_\_\_T/  
A\_JOHN\_SMITH\_SOLUTIONS\_PTY\_LTD\_\_\_\_\_

**JOHN\_SMITH\_PTY\_LTD**

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.8 Error Code 033MS - Missing directory address locality

**Context:**

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

- 'LE' Listed Entry
- 'SA' Suppressed Address
- 'UL' Unlisted

Validation has been created to ensure that the details required for publishing per customer preference is provided to Public Number Directories if the list code field is populated with LE or SA.

The directory address locality field refers to the customer address which is to be included in Public Number Publications if the list code of a Customer Record = LE.

**Cause:**

This error occurs when the validation check identifies that the directory address locality field is either blank / missing / not been populated when the list code is LE, as per the below example:

\_\_\_\_\_VIC3000LEBFAX

**Remediation:**

This error is corrected by:



- 
1. Update the Customer Record and ensure that the directory address locality field is populated in the correct position as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEBFAX

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.9 Error Code 034MS - Missing directory address state

#### Context:

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

- 'LE' Listed Entry
- 'SA' Suppressed Address
- 'UL' Unlisted

Validation has been created to ensure that the details required for publishing per customer preference is provided to Public Number directories if the list code field is populated with LE or SA.

The directory address state field refers to the customer address which is to be included in Public Number Publications if the list code of a Customer Record = LE.

#### Cause:

This error occurs when the validation check identifies that the directory address state field is either blank / missing / not been populated when the list code is 'LE', as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_3000LEBFAX

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the directory address state field is populated in the correct position as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEBFAX

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.10 Error Code 035MS - Missing directory address postcode

#### Context:

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Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

'LE' Listed Entry

'SA' Suppressed Address

'UL' Unlisted

Validation has been created to ensure that the details required for publishing per customer preference is provided to Public Number directories if the list code field is populated with LE or SA.

The directory address post code field refers to the customer address which is to be included in Public Number Publications if the list code of a Customer Record = LE.

**Cause:**

This error occurs when the validation check identifies that the directory address post code field is either blank / missing / not been populated when the list code is LE, as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC [REDACTED]LEBFAX

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the directory address post code field is populated in the correct position as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEBFAX

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.11 Error Code 036MS - Incorrect usage code

**Context:**

The usage code is a Mandatory Soft field which refers to the customer type. The field is to be populated with a single alpha character.

There are 5 valid options available:

'G' Government;

'B' Business;

'R' Residential;

'C' Charity and

---

'N' Not Available.

**Cause:**

This error occurs when the validation check identifies that the usage code field is invalid / incorrectly populated, as per the below examples:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEPFAX

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LE\*FAX

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LE4FAX

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the usage code field is populated with a valid value ('G', 'B', 'R', 'C' or 'N') in the correct position and format as per the below example:

\_\_\_\_\_SMITHFIELD\_\_\_\_\_VIC3000LEBFAX

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.12 Error Code 037MS - Incorrect carriage service provider code

**Context:**

The Carriage Service Provider (CSP) code is 3-digit alpha numeric code issued by the IPND Manager upon registration of a new Carriage Service Provider and is used to identify the entity that is providing the service to the end user / customer.

The CSP code is a Mandatory Soft field which identifies the Carriage Service Provider for a specific Customer Record in the IPND.

**Cause:**

This error occurs when the validation check identifies that the CSP code field is populated with an incorrect / invalid value that is not recognised by the IPND, as per the below example:

0299999999\_\_\_\_\_000XXXXX\_2022010100000020220101000000F028888  
8888\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that a valid CSP code field is populated in the correct position and format as per the below example:

---

0299999999 \_\_\_\_\_ 001XXXXX\_2022010100000020220101000000F0288888  
888 \_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.13 Error Code 038MS - Incorrect alternate address flag

#### Context:

The Alternate Address flag is a Mandatory Soft field to identify where the service terminates / is located.

The alternate address field is to be populated with a single alpha character: F = False, to indicate that the IPND service address is the location for the service / the termination point; and T = True, to indicate that the service termination point is located elsewhere. This most commonly occurs for inbound numbers / PABX phones etc.

#### Cause:

This error occurs when the validation check identifies that the alternate address flag is invalid / incorrectly populated, as per the below example:

0299999999 \_\_\_\_\_ YYYXXXXX2022010100000020220101000000X0288888  
888 \_\_\_\_\_

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the alternate address field is populated with either a 'F' or 'T' in the correct position and format as per the below example:

0299999999 \_\_\_\_\_ YYYXXXXX2022010100000020220101000000F0288888  
888 \_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.14 Error Code 047MS - Missing customer contact name 1

#### Context:

The alternate address flag is a Mandatory Soft field to identify where the service terminates / is located.

The alternate address field is to be populated with a single alpha character: F = False, to indicate that the IPND service address is the location for the service / the termination point; and T = True, to indicate that the service termination

---

point is located elsewhere. This most commonly occurs for inbound numbers / PABX phones etc.

The customer contact name field is required when the alternate address flag = T. The customer contact name represents the end user of the service at the alternate location / address. Validation has been introduced to ensure that the customer contact name 1 field is populated if the alternate address flag = T.

**Cause:**

This error occurs when the validation check identifies that the customer contact name 1 field has not been populated if the alternate address flag value = T, as per the below example:

\_\_\_\_\_ YYYXXXXX2022010100000199901  
01000000T028888888\_\_\_\_\_

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the customer contact name 1 field is populated as per the below examples:

SMITH \_\_\_\_\_ JOHN  
\_\_\_\_\_0299999999\_\_\_\_\_ YYYXXXXX2022010100000020220  
101000000T028888888\_\_\_\_\_

\_\_\_\_\_ YYYXXXXX202201010000002022  
0101000000F028888888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.15 Error Code 048MS - Missing customer contact number

**Context:**

The alternate address flag is a Mandatory Soft field to identify where the service terminates / is located.

The alternate address field is to be populated with a single alpha character: F = False, to indicate that the IPND service address is the location for the service / the termination point; and T = True, to indicate that the service termination point is located elsewhere. This most commonly occurs for inbound numbers / PABX phones etc.

The customer contact number field is required when the alternate address flag = T. The customer contact number represents the contact number for the end user of the service at the alternate location / address. Validation has been introduced

---

to ensure that the customer contact number field is populated if the alternate address flag = T.

**Cause:**

This error occurs when the validation check identifies that the customer contact number field has not been populated if the alternate address flag value = T, as per the below example:

```
__SMITH____JOHN____  
_____  
_____  
1000000T028888888_____
```

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the customer contact number field is populated in the correct position and format as per the below examples:

```
__SMITH____JOHN____  
_____  
_____  
101000000T028888888_____
```

```
_____  
_____  
01000000F028888888_____
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.16 Error Code 050MS - Invalid service address postcode

**Context:**

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

---

The IPND validates the service address postcode against the Australia Post Code file, which ensures that the correct service address locality, post code and state combination have been provided on the Customer Record.

**Cause:**

This error occurs when the validation check identifies that the service address post code does not match a relevant valid service address locality and state combination.

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the service address post code field is populated with a correct value to the relevant valid service address locality and state combination.
2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

**Overseas addresses:**

Please note for overseas addresses the service address postcode field must be populated with "0000" and the service address state with "OS". The IPND will not validate the service address locality, state and postcode fields for overseas addresses.

### **3.3.17 Error Code 051MS - Invalid Service address state**

**Context:**

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address state against the Australia Post Code file, which ensures that the correct service address locality, post code and state combination have been provided on the Customer Record.

---

**Cause:**

This error occurs when the validation check identifies that the service address state does not match a relevant valid service address locality and post code combination.

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the service address state field is populated with a correct value to the relevant valid service address locality and post code combination.
2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.17 Error Code 052MS - Invalid service address locality

**Context:**

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address locality against the Australia Post Code file, which ensures that the correct service address locality, post code and state combination have been provided on the Customer Record.

**Cause:**

This error occurs when the validation check identifies that the service address locality does not match a relevant valid service address state and post code combination.

**Remediation:**

This error is corrected by:



- 
1. Update the Customer Record and ensure that the service address locality field is populated with a correct value to the relevant valid service address state and post code combination.
  2. Resend the updated Customer Record/s;
  3. Review the corresponding .err file/s to ensure they passed validation.

### **3.3.18 Error Code 053MS - Invalid combination of service address locality, state and Postcode**

#### **Context:**

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address locality, state and postcode against the Australia Post Code file, which ensures that the correct service address locality, post code and state combination have been provided on the Customer Record .

#### **Cause:**

This error occurs when the validation check identifies that the service address locality, state and post code does not match a valid combination.

#### **Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the service address locality, state post code fields are populated with the correct values to include valid service address locality and state and post code combination.
2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### **3.3.19 Error Code 080MS - Non numeric in service address postcode**

#### **Context:**

---

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address postcode to ensure that the correct format is used = 4 numerical characters.

**Cause:**

This error occurs when the validation check identifies that the service address post code is in the incorrect format, and that non-numeric characters are present. Only numeric entries are accepted as valid in the service address postcode field, as per below example:

```
UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
REAR_____15__A__19__CSMITH_____  
__ST__SOUTH_____SMITHFIELD_____  
_____VIC*#Tt
```

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the service address post code field is valid and populated with 4 x correct numerical characters, as per below example:

```
UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
REAR_____15__A__19__CSMITH_____  
__ST__SOUTH_____SMITHFIELD_____  
_____VIC3000
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.20 Error Code 081MS - Non numeric in directory address postcode

**Context:**

---

Customers can choose to have their service details listed in Public Number Publications (White pages / Local Search etc). The list code in the IPND indicates their listing preference:

LE = Listed Entry

SA = Suppressed Address

UL = Unlisted

Validation has been created to ensure that the details required for publishing per customer preference is provided to Public Number Directories if the list code field is populated with 'LE' or 'SA'.

The directory address post code field refers to the customer address which is to be included in Public Number Publications if the list code of a Customer Record = LE.

The IPND validates the directory address postcode to ensure that the correct format is used = 4 numerical characters.

**Cause:**

This error occurs when the validation check identifies that the directory address post code field has been populated with non-numeric characters when the list code is LE, as per the below example:

```
__UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
__REAR____15__A__19__CSMITH_____  
__ST__SOUTH____SMITHFIELD_____  
____VICWWWLEBFAX
```

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the directory address post code field is populated in the correct format using 4 x numeric characters as per the below example:

```
UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
REAR____15__A__19__CSMITH_____  
__ST__SOUTH____SMITHFIELD_____  
____VIC3000LEBFAX
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.21 Error Code 082MS - Badly formed transaction date

**Context:**

---

The transaction date is a 14-digit numeric field referring to the date / time the transaction occurred in the CSP's / Data Provider's source system. This date should refer to the date and time the current service status was activated / supplied to the end user / customer.

**Cause:**

This error occurs when the validation check identifies that the transaction date field has been populated in the incorrect format / is invalid, as per the below example:

_____	YYYYXXXXX20220101800101	- hours are incorrect
_____	YYYYXXXXX202201010101	- seconds are missing
_____	YYYYXXXXX01010101012022	- incorrect format
_____	YYYYXXXXX01012022010101	- incorrect format

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the transaction date field is populated in the correct position and format as per the below example:

\_\_\_\_\_YYYYXXXXX20220101010101

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.22 Error Code 083MS - Badly formed service status date

**Context:**

The service status date is a 14-digit numeric field referring to the date / time the transaction occurred in the CSP's / Data Provider's source system.

The service status date may be the same date as the transaction date, however when updates are made to other fields, the service status date should not change and continue to show the date the service was connected / activated. Any updates that occur should be reflected on the transaction date.

**Cause:**

This error occurs when the validation check identifies that the service status date field has been populated incorrectly / incorrect format, as per the below example:

01010000002022	F02888888888	_____	- incorrect format	
20220101600000	F02888888888	_____	- incorrect time	
20220101	_____	F02888888888	_____	- time not set to zero

**Remediation:**



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\_\_ST\_\_SOUTH\_\_\_\_\_SMITHFIELD\_\_\_\_\_  
\_\_\_\_VIC3000

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.24 Error Code 085MS - Missing service address state

#### Context:

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address state has been populated.

#### Cause:

This error occurs when the validation check identifies that the service address state has not been populated / value is missing, as per below example:

UNITS\_6\_\_A8\_\_CFL3\_\_ATREASURYBUILDING\_\_\_\_\_  
REAR\_\_\_\_\_15\_\_A\_\_19\_\_CSMITH\_\_\_\_\_  
\_\_ST\_\_SOUTH\_\_\_\_\_SMITHFIELD\_\_\_\_\_  
\_\_\_\_\_3000

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the service address state field is populated with the correct value relevant to the valid service address state and post code combination, as per below example:

UNITS\_6\_\_A8\_\_CFL3\_\_ATREASURYBUILDING\_\_\_\_\_  
REAR\_\_\_\_\_15\_\_A\_\_19\_\_CSMITH\_\_\_\_\_  
\_\_ST\_\_SOUTH\_\_\_\_\_SMITHFIELD\_\_\_\_\_  
\_\_\_\_\_VIC3000

2. Resend the updated Customer Record/s;

- 
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.25 Error Code 086MS - Missing service address postcode

#### Context:

The service address including the service address post code is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates the service address post code has been populated.

#### Cause:

This error occurs when the validation check identifies that the service address post code field has not been populated / value is missing, as per below example:

```
UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
REAR_____15__A__19__CSMITH_____  
__ST__SOUTH_____SMITHFIELD_____  
_____VIC_____
```

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the service address post code field is populated with the correct value relevant to the valid service address state and post code combination, as per below example:

```
UNITS_6__A8__CFL3__ATREASURYBUILDING_____  
REAR_____15__A__19__CSMITH_____  
__ST__SOUTH_____SMITHFIELD_____  
_____VIC3000_____
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.26 Error Code 103MS - Missing directory building property or street name





- 
2. Resend the updated Customer Record/s;
  3. Review the corresponding .err file/s to ensure they passed validation.

### 3.3.27 Error Code 104MS - Missing service building property or street name

#### Context:

The service address is a critical piece of a service record, as the service address details are presented to the Emergency Triple Zero team when they receive a call from a customer in need.

This information is obtained using the service number / Calling Line Indicator (CLI) matched to the Customer Record in the IPND. The IPND service address is used to direct the call to the most appropriate response team available / ESO.

In real emergencies, time is of the essence. Accurate timely information is essential in order to task Emergency Service response teams as rapidly as possible and with all relevant detail. Any difficulties with information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

To ensure that the details provided for the service address are correct, validation checks have been introduced into the IPND.

The IPND validates that at least one of the service address building property or street name fields are populated.

#### Cause:

This error occurs when the validation check identifies that both the service building property or street name fields are blank / have not been populated / missing, as per below example:

```
UNITS_6__A8__CFL3__A_____
_____  
_____  
_____  
_____SMITHFIE  
LD_____VIC3000_UNITS
```

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that that either of the directory address building property or street name fields are populated are populated in the correct position, as per below example:

```
UNITS_6__A8__CFL3__A_____
_____
_____SMITHFIELD__
_____VIC3000_UNITS
```

---

UNITS\_6\_\_A8\_\_CFL3\_\_A\_\_  
REAR\_\_15\_\_A\_\_19\_\_CSMITH\_\_  
ST\_\_SOUTH\_\_SMITHFIELD\_\_  
VIC3000\_UNITS

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.4 Mandatory Warnings

Warnings are the last level of validation carried out by the IPND for Customer Records.

Warning validations occur after Mandatory File, Mandatory Hard and Mandatory Soft errors.

It is possible that a record may receive both a Mandatory Soft and a Mandatory Warning error.

Warning errors indicate that the information associated with a field entry in a Customer Record may be suspect. The record will be processed and applied to the IPND however a Mandatory Warning error will be generated in the .err file to alert the Data Provider of a potential issue.

Warnings are generated to alert the Data Provider to a potential problem with the Customer Record, however the issue is of a low impact to the Customer Record integrity and accuracy. Customer Records that generate a warning may not require remediation. It is up to the Data Provider to determine whether further investigation is required.

#### 3.4.1 Error Code 043W - Warning older transaction date

**Context:**

The transaction date is a 14-digit numeric field referring to the date / time the transaction occurred in the CSP's / Data Provider's source system. This date should refer to the date and time the current service status was activated / supplied to the end user / customer. The IPND carries out validation to compare the transaction date for the new record against the transaction date on the existing Customer Record in the IPND.

**Cause:**

This error occurs when the validation check identifies that the transaction date on the existing Customer Record in the IPND is newer / occurs after the

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transaction date on the Customer Record received in the Customer Record IPND Upload file, as per the below examples:

Transaction date on the Customer Record in Customer Record IPND Upload file:

0299999999\_\_\_\_\_YYYXXXXX20200402180000

Transaction date on the current / existing Customer Record in the IPND:

0299999999\_\_\_\_\_YYYXXXXX20210915050000

As you can see, the transaction date on the Customer Record IPND Upload file is dated 2<sup>nd</sup> April 2020 @ 6pm which occurs before the transaction date on the current Customer Record held in the IPND which has a transaction date of 15<sup>th</sup> September 2021 @ 5am

**Remediation:**

No remediation is required however it is recommended that the Data Provider investigate why their source system is sending updates with transaction dates older than Customer Records previously sent to the IPND.

### 3.4.2 Error Code 107W - Prior public number includes leading spaces

**Context:**

When a customer requests a change of service number, their Carriage Service Provider is required to provide 2 Customer Records to the IPND: 'D' status change for the old service number and a 'C' service status for the new number, referencing the old number in the prior public number field in the Customer Record. The prior public number field is 20 numerical characters in length.

**Cause:**

This error occurs when the validation check identifies that the prior public number field has been populated with leading spaces.

The prior public number entry must not have any leading or embedded spaces, contain only numeric characters, and the prior public number area code must begin in the very first available space in the prior public number field.

This error is a warning only and will not prevent the Customer Record from being processed and added to the IPND. Below are examples for where this error would be generated:

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXX  
2022010100000020220101000000T\_\_\_\_\_0288888888

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXX  
2022010100000020220101000000T\_\_\_\_\_0288888888\_\_\_\_\_

**Remediation:**

This error is corrected by:

- 
1. Update the Customer Record and ensure that the prior public number is populated in the correct field and position. Also ensure that the prior public number is in the correct format as per the below example:

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXXX  
2022010100000020220101000000T0288888888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.4.3 Error Code 108W - Prior public number includes embedded spaces

#### Context:

When a customer requests a change of service number, their Carriage Service Provider is required to provide 2 Customer Records to the IPND: 'D' status change for the old service number and a 'C' service status for the new number, referencing the old number in the prior public number field in the Customer Record. The prior public number field is 20 numerical characters in length.

#### Cause:

This error occurs when the validation check identifies that the prior public number field has been populated with embedded spaces.

The prior public number entry must not have any leading or embedded spaces, contain only numeric characters, and the prior public number area code must begin in the very first available space in the prior public number field.

This error is a warning only and will not prevent the Customer Record from being processed and added to the IPND. Below are examples for where this error would be generated:

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXXX  
2022010100000020220101000000T02\_\_ 8888\_\_ 8888\_\_\_\_\_

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXXX  
2022010100000020220101000000T0\_2\_8\_8\_8888\_8\_8\_\_\_\_\_

#### Remediation:

This error is corrected by:

1. Update the Customer Record and ensure that the prior public number is populated in the correct field and position. Also ensure that the prior public number is in the correct format as per the below example:

\_\_\_\_\_0299999999\_\_\_\_\_YYYXXXXXX  
2022010100000020220101000000T0288888888\_\_\_\_\_

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

---

### 3.4.4 Error Code 109W - Non numeric in prior public number

**Context:**

When a customer requests a change of service number, their Carriage Service Provider is required to provide 2 Customer Records to the IPND: 'D' status change for the old service number and a 'C' Customer Record for the new number, referencing the old number in the prior public number field in the Customer Record. The prior public number field is 20 numerical characters in length.

**Cause:**

This error occurs when the validation check identifies that the prior public number field has been populated with non-numeric characters.

The prior public number entry must not have any leading or embedded spaces, contain only numeric characters, and the prior public number area code must begin in the very first available space in the prior public number field.

This error is a warning only and will not prevent the Customer Record from being processed and added to the IPND. Below are examples for where this error would be generated:

```
_____0299999999_____YYYXXXXXX  
2022010100000020220101000000T02###8888%_____  
  
_____0299999999_____YYYXXXXXX  
2022010100000020220101000000T02TTTT8888_____
```

**Remediation:**

This error is corrected by:

1. Update the Customer Record and ensure that the prior public number is populated in the correct field and position. Also ensure that the prior public number is in the correct format as per the below example:

```
_____0299999999_____YYYXXXXXX  
2022010100000020220101000000T0288888888_____
```

2. Resend the updated Customer Record/s;
3. Review the corresponding .err file/s to ensure they passed validation.

### 3.5 Obsolete Error Codes

Error codes marked with an asterisk, denotes error codes which are obsolete or have been superseded with new errors following deployment of new functionality / validation checks in the IPND.

They are essentially error codes that have been replaced by other codes or are no longer required.

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The option does exist to activate them in the future to reflect the same or another error type.

A brief description will be given of each error number.

**Error Code 002MH**

This error has been replaced by individual Mandatory Hard Errors as outlined in preceding pages.

**Error Code 003MS**

This error has been replaced by individual Mandatory Soft Errors as outlined in preceding pages.

**Error Code 004W**

This error has been replaced by individual Warning messages as outlined in preceding pages.

**Error Code 022MS - Missing service street name 1**

This error refers to the service street name details missing from the Customer Record. This error has been replaced with error code 104. This has been done where a building property name is sufficient to identify a site address without a street name having to be provided.

**Error Code 023MS - Missing service street locality**

This error refers to the service street locality details missing from the Customer Record. This error has been replaced with error code 084.

**Error Code 024MS - Missing service street state**

This error refers to the service street locality details missing from the Customer Record. This error has been replaced with error code 085.

**Error Code 025MS - Missing service street postcode**

This error refers to the service street postcode details missing from the Customer Record. This error has been replaced with error code 086.

**Error Code 032MS - Missing directory street name 1**

This error refers to street name details missing from the directory section for Listed Entry and Suppressed Address Customer Records. This error has been replaced by error code 103.

**Error Code 044MS - Missing building property or street name**

This error refers to the building property and street name details missing from the service address section. This error has been replaced by error code 104.

**Error Code 150MS - Badly formed last service transaction date**

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This error has been made obsolete by the creation of error code 082. If error code 082, which is a Mandatory Soft error is returned for a Customer Record, the transaction date field will be null (space filled) as the entry is not valid. Error code 150 can therefore not be returned on the transaction date of a subsequent record as this field will be blank due to the previous error code return.

**Error Code 209F** - Invalid Customer Record IPND Upload filename transmission count format

This error has been replaced by error 236 which is returned on a negative record count in a file trailer.

**Error Code 226F** - Invalid character(s) found in Customer Record IPND Upload file sequence number

This error refers to invalid character(s) being part of the file sequence number. This error is now inactive and has been replaced by error code 228.

**Error Code 232F** - Invalid character(s) found in upload file transmission number

This error refers to invalid character(s) being part of the file transmission number. This error is now inactive and has been replaced by error codes 201, 202, 203 and 204.

**Error Code 241F** - Upload file size is not an exact multiple of the record size

In the initial stages of the design of the database it was found that the standard size for each record would be 99.5 bits. This figure multiplied by the number of records was considered to be the size of the Customer Record IPND Upload file. This has been found to be too restrictive. Provision has since been made for the possibility of a Customer Record IPND Upload file to contain individual data records that are longer or shorter than the standard. This error code has therefore been made obsolete and will not be returned in the .err files.

**Error Code 244F** - Upload file footer create end date is null

This error is a duplicate of the file level error 234.

## 3.6 IPND File Processing

This content is sourced directly from the [Data Users and Data Providers Technical Requirements for IPND](#) document.

This section provides an overview of the functional requirements of the system. Technical Requirements refer to what business functions the system is implementing. This section details the process that occurs when a Customer Record IPND Upload file is sent to the IPND by a Data Provider.

### 3.6.1 File Upload

When a Data Provider sends a Customer Record IPND Upload file to the IPND, it is first checked for transmission errors, to ensure that the file has been received

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in its entirety and meets the basic requirements / eligibility criteria for validation and processing.

If the file fails at this stage, it will be rejected with a file level error, and will not progress further.

If the Customer Record IPND Upload file passes transmission checks, it will be moved to a working directory where it will be loaded into the IPND for further processing and validation at a Customer Record and field level.

The validation process ensures that the Customer Record IPND Upload file conforms to the file formats described in the Technical Requirements for Data Users and Data Providers document.

### **3.6.2 Error Processing**

Data Providers will not be directly notified of any errors identified during validation and file processing.

Successful processing of a Customer Record IPND Upload file will generate an error file (.err file) with a header and trailer but no error records. Data Providers are required locate and download the .err file to determine the results of processing the corresponding Customer Record IPND Upload file.

Errors resulting from Customer Record IPND Upload file inconsistencies, at a file level, will result in an error code being written to the .err file indicating that the Customer Record IPND Upload file was rejected and no changes were applied to the IPND.

Hard errors resulting from Customer Record IPND Upload file inconsistencies at a Customer Record or field level will result in the Customer Record in question being rejected and written to the error file with an appropriate error code.

Soft errors resulting from Customer Record IPND Upload file inconsistencies at a Customer Record or field level, will result in the Customer Record in question being applied to the database, tagged as having a soft error, and written to the error file with an appropriate error code.

### **3.6.3 Validation of Customer Record IPND Upload file**

After a Customer Record IPND Upload file has been received and checked for transmission errors via validation.

A copy of the file will be archived to ensure that an unprocessed copy of the file is retained.

The validation is carried out to identify errors at a file level. Validation includes:

- Check filename structure
- Check file header / trailer structure
- Check file sequence number
- Check file record count



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If there are any errors at file level the file will be rejected.

Errors identified during the validation process are written into the Data Provider .err file. This file is posted to a directory for the Data Provider to download.

A Customer Record IPND Upload file consists of three parts: a header; numerous transactions (Customer Records); and a trailer.

If the header does not conform to the file formats description the whole Customer Record IPND Upload file will be rejected. If the number of Customer Records totalled in the trailer and headers records does not equal the number of Customer Records contained in the file, the Customer Record IPND Upload file will be rejected.

### **3.6.4 Data Record Processing**

After the file has been validated it will be moved to a working directory in the IPND for processing and further validation at a Customer Record and field level.

Individual Customer Records undergo multiple stages of validation to ensure data integrity and consistency at both the Customer Record and field levels.

If individual Customer Records are found to contain errors, the record is either rejected as a hard error or accepted as a soft error, depending on the validation criteria and error severity.

Hard errors are errors those that are lacking essential content and will not be admitted into the IPND or distributed to Data Users. Fields defined as Mandatory Hard must contain valid values. Any field classified as Mandatory Hard that fails validation will be rejected as a hard error and added to the Data Provider error file.

It is also essential that Mandatory Hard fields are populated in the correct format or valid value. Records will be rejected if a Mandatory Hard field is populated with an invalid value or using the incorrect format.

If a Mandatory Hard numeric only field is populated with non-numeric character/s, the Customer Record will be rejected as a hard error and added to the .err file. An example of this is Error Code 110 – Non-numeric in public number.

If a Mandatory Hard code field is populated with an invalid value, the Customer Record will be rejected as a hard error and added to the .err file. An example of this occurring is for the list code field. Only 3 valid values are accepted: LE, SA or UL. If the field is populated with a different value, an error with Error Code 016 - Incorrect list code will be generated and added to the .err file.

A Mandatory Soft Error is an error to identify that there is an issue with the content or format of a field, however the field is not of a critical nature. If

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validation identifies a Mandatory Soft Error, the Customer Record will be added to the IPND excluding the content of the field that triggered the error.

If a Mandatory Soft Error is generated it will be added to the error file to alert the Data Provider of the issue. If the Data Provider requests an extract of their Customer Records, any Customer Records with unresolved Soft Errors will be flagged with T = true in the Soft Error flag field.

Warnings are generated when validation identifies that there is an issue with a field, however the issue does not impact the quality of the data provided. Warnings are intended to alert Data Providers of potential problems that are not considered sufficiently severe to generate a Soft Error requiring attention.

Records associated with warnings may not require attention.

## 4. MEASURES & REPORTING

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Measures relates to reporting. Reporting is generated by the IPND (frequency varies daily / weekly / monthly) and is provided to the IPND Manager and the regulator (The ACMA).

The reporting includes:

- The number of Customer Record IPND Upload files sent to the IPND by Data Providers and CSPs.
- The volume of Customer Records contained each Customer Record IPND Upload file for each Data Provider and CSP.
- The volume of Mandatory Hard and Mandatory Soft errors generated during the reporting period.
- The number of outstanding Mandatory Soft errors vs the number of Customer Records active in the IPND for each Data Provider and CSP.

The purpose of this reporting is to:

- Monitor the performance of the system and Data Providers and CSPs;
- Identify issues contributing to non-compliant behaviours;
- Improve Data Provider / CSP compliance and data quality.

## 5. REFERENCES

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Document Number	Document Name
	IPND Data Users and Data Providers Technical Requirements for IPND
ACIF G619:2005	Industry Guideline IPND Data

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## 6. DEFINITIONS

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The following words, acronyms and abbreviations are referred to in this document.

Term	Definition
<b>IPND</b>	Integrated Public Number Database
<b>Change Data Provider (CDP)</b>	Change Data Provider. Covers scenarios where the Public Number has changed from one Data Provider to another
<b>Connected</b>	The status of a Service is connected and operational
<b>Customer Record IPND Upload file</b>	Transfer of a file from an external party (Data Provider) to the IPND
<b>Data Provider Error File .err file</b>	Error File produced by the IPND after a Data Provider sends a Customer Record IPND Upload file to the IPND
<b>Data Provider Query File DPQF</b>	Produced by the IPND when a User Query file is raised to report an inconsistency in a Customer Record
<b>Disconnected</b>	The Service has been disconnected and for all intents and purposes is not operational.
<b>Download</b>	Transfer of a file from the IPND to an external entity (Data Provider or Data User).
<b>File Sequence Number / Sequence Number</b>	A File Sequence Number is a 7-digit number and is used to uniquely identify each file created within the same File Source Code. The Sequence Number is a component of the filename and refers to the position of an individual file in relation to the other files provided from the same File Source. This number is incremented by 1 for each new file created and sent to the IPND.
<b>File Source Code</b>	A File Source Code is a unique 5-digit code issued to a Data Provider or Data Provider agent by the IPND Manager at registration. The File source code identifies the organisation and their source system which have access to send Customer Record IPND Upload files and Download files.
<b>List Code</b>	Code indicating whether Public Number is UL=Unlisted, LE=Listed or SA=Suppressed Address.
<b>LNP</b>	Local Number Portability - transferral of service numbers between carriers

<b>Mandatory</b>	<p>Mandatory indicates that the IPND expects to find the field populated in the upload file and the field must contain a valid value; otherwise the entire file or record will be rejected. E.g. If the file source field is not populated the entire file will be rejected. If the Public Number field is not populated the IPND will not accept the record.</p> <p>A data provider must include a Mandatory field in the Upload file to the IPND. This Mandatory field must be formatted and populated with valid customer information in the field as specified in the technical requirements</p>
<b>Mandatory File Error (MF)</b>	A file level error that results in the Upload File being rejected. This may result from a missing or incorrect header or trailer record field.
<b>Mandatory Hard Error (MH)</b>	A transaction record level error that results in the record being rejected. This may result from a missing or incorrect mandatory transaction record field.
<b>Mandatory Soft Error (MS)</b>	A transaction record level error that does not results in the record being rejected. The record will be processed but will be tagged as needing correction.
<b>Maximum Record Count</b>	The maximum record count is 10,000 (excluding header and footer) for IPND Files
<b>Optional</b>	<p>Optional indicates that the IPND expects to find the field in the upload file and the field may contain a valid value or may be left empty (space filled).</p> <p>A data provider must include an Optional field in the Upload file to the IPND (It is the information contained within the field that is optional and not the field itself). This Optional field must be formatted and populated with valid customer information in the field or may be left empty (space filled) as specified in the technical requirements.</p>
<b>PNCD</b>	Public Number Customer Data. Each PNCD is a record included in a Customer Record IPND Upload file.
<b>Service Status Code</b>	Indicates Connected C or Disconnected D Service
<b>Warning (W)</b>	<p>Warnings are generated for issues with the data where there may be a potential problem but not sufficiently severe to generate a Soft Error requiring attention.</p> <p>Records associated with warnings may not require correction .</p>

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<b>Upload file</b>	Transfer of a file from an external party (Data Provider) to the IPND. Referred to as Customer Record IPND Upload file.
<b>User Query (UQ)</b>	Feedback from the Data User that data is incorrect. It should be restricted to errors that are not already automated in Data Provider Upload File checking.

## 7. ATTACHMENTS

Document Number	Title
7.1	Error List

### 7.1 Error List

Error Code	Error Detail	Error Classification
001	File out of sequence	MF
005	Unprintable character in record	MH
006	Missing public number	MH
007	Missing service status code	MH
008	Missing pending flag	MH
009	Missing cancel pending flag	MH
010	Missing list code	MH
012	Missing data provider code	MH
013	Incorrect service status code	MH
014	Incorrect pending flag	MH
015	Incorrect cancel pending flag	MH
016	Incorrect list code	MH
017	Incorrect data provider code	MH
018	Incorrect source ID code	MF
020	Missing customer name1	MS
026	Missing usage code	MS
027	Missing carriage service provider code	MS
028	Missing transaction date	MS
029	Missing service status date	MS
030	Missing alternate address flag	MS
031	Missing finding name	MS
033	Missing directory address locality	MS

034	Missing directory address state	MS
035	Missing directory address postcode	MS
036	Incorrect usage code	MS
037	Incorrect carriage service provider code	MS
038	Incorrect alternate address flag	MS
041	CDP disconnect attempted	MH
042	Deprecated – see error 106	MH
043	Warning older transaction date	MW
047	Missing customer contact name1	MS
048	Missing customer contact number	MS
050	Invalid Service Address Postcode	MS
051	Invalid Service Address State	MS
052	Invalid Service Address Locality	MS
053	Invalid Location, State, Postcode (LSP) Combination	MS
080	Non numeric in service address postcode	MS
081	Non numeric in directory address postcode	MS
082	Badly formed transaction date	MS
083	Badly formed service status date	MS
084	Missing service address locality	MS
085	Missing service address state	MS
086	Missing service address postcode	MS
100	Public number includes leading spaces	MH
101	Public number includes embedded spaces	MH
102	Deprecated see Error 106	MH
103	Missing directory building property or street name	MS
104	Missing service building property or street name	MS

105	Deprecated see Error 106	MH
106	Pending service record no longer accepted	MH
107	Prior public number includes leading spaces	MW
108	Prior public number includes embedded spaces	MW
109	Non numeric in prior public number	MW
110	Non numeric in public number	MH
201	Incorrect upload filename length	MF
202	Incorrect upload filename prefix	MF
203	Invalid upload filename separator	MF
204	Incorrect upload filename sequence format	MF
205	Upload filename sequence does not match footer sequence	MF
206	Upload filename sequence does not match header sequence	MF
207	Invalid Upload filename source	MF
208	Upload filename source does not match header source	MF
225	Embedded space(s) found in upload file sequence number	MF
227	Leading space(s) found in upload file sequence number	MF
228	Non digit character(s) found in upload file sequence number	MF
230	Trailing space(s) found in upload file sequence number	MF
233	Invalid upload file footer create end date format	MF
234	Upload file footer create end date is null	MF
236	Upload file footer contains a negative record count	MF
237	Unknown footer record type found in upload file	MF
238	Invalid character(s) found in upload file footer record count	MF
239	Upload file footer record count does not match number of records found in file	MF
240	Upload file footer record count is null	MF
241	Number of records exceeds maximum limit	MF



242	Invalid character(s) found in upload file footer sequence number	MF
243	Upload file footer sequence number is null	MF
244	Upload file footer create end date is null (Duplicate of 234)	MF
245	Invalid upload file header create date format	MF
246	Upload file header create start date is null	MF
247	Invalid file source found in upload file header	MF
248	Invalid file type found in upload file header	MF
249	Invalid record type found in upload file header	MF
250	Invalid character(s) found in upload file header sequence number	MF
251	Upload file header sequence number is null	MF
252	Upload file header sequence number does not match footer sequence number	MF
253	Upload file footer is too large	MF
254	Upload file footer is too small	MF
255	Upload file header is too large	MF
256	Upload file header is too small	MF
257	Upload file record is too large	MH
258	Upload file record is too small	MH
259	Unprintable character found in header	MF
260	Unprintable character found in footer	MF

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## DOCUMENT CONTROL SHEET

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Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

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If you have a suggestion for improving this document, complete and forward a copy of Suggestions for Improvements to Documentation (form 000 001-F01).

Record of Updates

Issue No	Issue Date	Nature of Amendment
1	31 January 2000	
1.1	17 August 2005	Updated document with Locality, State and Postcode errors
1.2	19th August 2008	Updated IPND Manager details
1.3	15th August 2011	Updated IPND Manager phone number
1.4	July 2019	Updated IPND Manager email
1.5	September 2021	General Update – formatting / grammar etc
1.6	October 2022	Cont. General Update – formatting / grammar etc
1.7	February 2023	Update Telstra Legal Structure
1.8	June 2023	Update content, formatting and Header Brand
1.9	October 2023	General update

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