CCMDS Data Rejection Reasons

This table includes an explanation about errors identified as part of the CCMDS data upload process that will result in data items being rejected. The error message is explained, the relevant column in your data set is highlighted and corrective actions are provided.

Note, some records may be identified as having errors that do not result in the data being rejected. The error messages provided by OASIS are generally self-explanatory and the data should be corrected ahead of re-upload either as a result of having data rejected or at the time of next reporting. These errors are not dealt with in this document.

Error Message	What does this mean?	What column is this in my dataset?	What do I need to do?
This submission does not include a valid header record. CSV files header record must start with "STARTHEADER2" and end with "ENDHEADER2". Your export file cannot be accepted. Please make the indicated changes and re-submit.	The header record in the CSV file must have the wording "STARTHEADER2" at the beginning of the first line of data in the CSV file and end with "ENDHEADER2". If the file contains any other wording this rejection error occurs.	Row 1, Column A, Column G	1. Check that Row 1 Column A has the wording "STARTHEADER2" 2. Check that Row 1, Column G has the wording "ENDHEADER2" Correct as required.
Incorrect number of data fields within the header record. The header must contain 7 data fields. Your export file cannot be accepted. Please make the indicated changes and re-submit.	The file header must contain 7 fields.	Row 1, columns A-G only	Check that Row 1 has seven (7) fields, no more and no less. Correct as required.
The 'agency ID' field specified in the header record is not registered or is not valid. Your submission cannot be accepted at this time. Please confirm with your department representative that your agency is registered and valid and re-submit.	The Agency ID in the Header Record is invalid. This may be caused by: • Agency ID does not exist or is not currently active as a "CCMDS ID" for a Service in OASIS that is associated with the Organisation under which the user is logged in Note that the data provided as the "Agency ID" in the CC MDS data file is stored as the "CCMDS ID" against a 'Service' in OASIS.	Row 1, Column B	Check that the Agency ID number is valid and correct for your organisation. Correct as required.
The 'Data Collection Identifier' specified in the header record is not available for CCMDS reporting. Your export file cannot be accepted.	The Data Collection ID listed in the submission file Header Record is for a quarter that is in the future. This field indicates the year and quarter that the data is being reported for. Quarters are numbered across a calendar year: 2016/1 = Jan 2016 to Mar 2016. Reporting opens 1 Apr 2016. 2016/2 = Apr 2016 to Jun 2016. Reporting opens 1 Jul 2016. 2016/3 = Jul 2016 to Sep 2016. Reporting opens 1 Oct 2016. 2016/4 = Oct 2016 to Dec 2016. Reporting opens 1 Jan 2017.	Row 1, Column C	Check that the Data Collection ID is correct for the file that you are uploading. Correct as required. A common error is to insert the wrong quarter number for the period that is being reported (for example, uploading data for quarter 1 – 2016/1, Jan-March – but inserting 2016/2 by mistake because the reporting is being uploaded in April).
The 'Data Collection Identifier' specified in the header record must be in the form YYYY/N. Your export file cannot be accepted. Please make the indicated changes and re-submit.	The Data Collection Id listed in the submission file Header Record is in an incorrect format.	Row 1, Column C	Check the format of the data collection ID and ensure that is in the format YYYY/N. Correct as required.
The 'transmission number' field in the header record must be a numeric value.	The file submitted has an alpha character in the Transmission Number field of the Header Record instead of the required numeric character.	Row 1, Column D	Check that the transmission number is in a number format. The transmission number cannot be a letter, for example. Check also the next error. Correct as required.
The 'transmission number' field of the header record must be a numeric value that is greater than the previous transmission number submitted for your Agency for this period and portion. Your export file cannot be accepted.	The file submitted has an invalid Transmission Number in the Header record. The Transmission number for a revision file must be greater than the previous file for the same portion, quarter, financial year, Agency (BIS Provider Group) and Service (BIS Provider).	Row 1, Column D	Check that the transmission number is higher than the transmission number used previously when attempting to upload this file. Check also that the format of the transmission number is formatted as a number and not some other format (see above). Correct as required.
The 'number of Service User records' field of the header record must be a numeric value. Please make the indicated changes and re-submit.	The file submitted has an alpha character in the Number of Service Users field in the Header Record instead of the required numeric character.	Row 1, Column F	Check that the value input for the 'number of service user records is in a number format. Check also the next error. Correct as required.
The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received. Please make the indicated changes and re-submit.	The file submitted has a different value in the Number of Service User records field in the Header compared to the actual number of Service User records.	Row 1, Column F	Check the number of records contained in the dataset below the row header (row 2 and beyond). Does the number of records to be submitted equal the number identified at Column F? If not, then change the number of records at Column F to match the number of records being submitted. The number of records submitted does NOT include the header row. Correct as required.

CCMDS Data (File or Record Rejected)

Error Message	What does this mean?	What column is this in my dataset?	What do I need to do to fix the error?
This submission does not include any valid Service User records. Your file cannot be accepted.	The file submitted has a correct Header Record but the Service User records are invalid because there are no Service User records in the file or there is a problem with the format of all of the Service User records.	All columns	1. Determine that there are records being uploaded as part of the dataset 2. Check the format of the data being uploaded. Is this the right dataset for the upload, or has another, unrelated, dataset slipped into the mix, for example?
Invalid Service User record cannot be accepted – aged over 65 for the reporting quarter.	The file submitted contains one or many Service User records where the Service User date of birth indicates that the Service User age was 65 or over on the first day of the reporting quarter.	Column C	This error can be safely ignored if your organisation intends to maintain data for service uses who are aged 65 years or over. If your organisation did not intend to maintain records of service users 65 years or over, then these records should be removed. Note: Since MDS has no interest in service users aged 65 years or over, any other error identified in these records may also be safely ignored.
Invalid Service User record cannot be accepted – date of birth is after the reporting period.	The file submitted contains one or many Service User records where the Service User date of birth is later than the last date of the reporting quarter.	Column C	Compare the service user's date of birth in column C with the date of the last date of the reporting period. Correct the service user's date of birth.
The Service User SLK identifier is not in the correct format. Please review the record in your file. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Service User SLK (letters of name) submitted has been incorrectly formatted. This data must contain five characters and can be alphanumeric.	Column B	Check Column B to see where the issue lies. Correct as required. A common error is that an SLK identifier is missing a character and therefore has four characters instead of the required five. For example, instead of the required five letter OLENG, the SLK identifier might be recorded as the four letter OLEN. In this case the last character (G) has been omitted in the transmission of data.
The Carer SLK identifier is not in the correct format. Please review the record in your file. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Carer SLK (letters of name) submitted has been incorrectly formatted. This data must contain five characters and can be alphanumeric.	Column R	Check Column R to see where the issue lies. Correct as required. A common error is that an SLK identifier is missing a character and therefore has four characters instead of the required five. For example, instead of the required five letter MYENO, the SLK identifier might be recorded as the four letter MYNO. In this case a middle character (E) has been omitted in the transmission of data.
The date of birth for the Service User must be in the format DD/MM/YYYY. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the date of birth for the Service User is invalid. The cause of this rejection error could be not enough characters in the field or the wrong format.	Column C	Check the format of the service user's date of birth and compare it to the required format of DD/MM/YYYY. Correct as required.
The date of birth for the Carer must be in the format DD/MM/YYYY. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the date of birth for the Carer is invalid. The cause of this rejection error could be not enough characters in the field or the wrong format.	Column S	Check the format of the carer's date of birth and compare it to the required format of DD/MM/YYYY. Correct as required.
The 'postcode' field for the Service User must contain 4 digits. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Postcode field for the Service User is invalid. The cause of this rejection error would be due to the field containing less than or more than four characters.	Column K	Check the data in column K. Postcodes in Australia only have 4 digits and correct as required. The data must contain 4 digits only. A common error is that required postcode data has been omitted. Correct the data as necessary.
The 'postcode' field for the Carer must contain 4 digits. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Postcode field for the Carer is invalid. The cause of this rejection error would be due to the field containing less than or more than four characters.	Column AA	Check the data in column K. Postcodes in Australia only have 4 digits and correct as required. The data must contain 4 digits only. A common error is that required postcode data has been omitted. Correct the data as necessary.
The 'gender' field for the Service User contains an invalid reference value. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Service User gender field is invalid.	Column E	Check column E to see that the data contains a valid reference value and correct as required. Valid reference values include the numbers "1", "2", or "9" only. Spelled genders ("male", "female", "intersex", "not specified", for example) will be rejected. A common error is that the gender of the service user has been left blank.

Error Message	What does this mean?	What column is this in my dataset?	What do I need to do to fix the error?
The 'gender' field for the Carer contains an invalid reference value. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Carer gender field is invalid.	Column U	Check column U to see that the data contains a valid reference value and correct as required. Valid reference values include the numbers "1", "2", or "9" only. Spelled genders ("male", "female", "intersex", "not specified", for example) will be rejected. A common error is that the gender of the service user has been left blank.
The 'State' field for the Service User contains an invalid reference value. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Service User State field is invalid	Column I	Check the data in column I and correct as required. Valid values for this data include the numerals 1-9 only. Full spelling of State names or abbreviations are not accepted. A common error is that the State has been left blank.
The 'State' field for the Carer contains an invalid reference value. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the Carer State field is invalid	Column Y	Check the data in column Y and correct as required. Valid values for this data include the numerals 1-9 only. Full spelling of State names or abbreviations are not accepted. A common error is that the State has been left blank.
Your submission contained blank and/or partial records. These were ignored during processing.	The file submitted has a correct Header Record but one or many Service User records have a zero value for all services reported.	All columns	Check the entire entry line identified for missing data. Delete the line entirely if necessary before re-uploading the data.
This Service User record contains an invalid total for <Service delivery field name>. This field can only contain a maximum of 1000 hours. This Service User record will not be accepted. Please make the necessary changes and re-submit.	The file submitted has a correct Header Record but the value contained in one or many service delivery fields where the unit of measure is "Hours" (listed below) for one or many Service User records contains more than 1000 hours. - Domestic Assistance - Other Food Services - Social Support - Respite Care for Carer - Nursing Care Received at Home - Assessment - Nursing Care Received at Centre - Case Management - Allied Health Care Received at Home - Counselling – Service User - Allied Health Care Received at Centre - Counselling – Carer - Personal Care - Service User Care Coordination - Centre-Based Day Care	Columns AE, AF, AL, AM, AN, AO, AP, AQ, AR, AS, AV, AW, AX, AZ	Check the values supplied in each of the columns identified at left. If any of these values exceeds "1000", correct as required.
The <Service delivery field name> value in row number <row number> exceeds 300 occurrences of the service. This Service User record cannot be accepted. Please review this record and resubmit the file.	The file submitted has a correct Header Record but the value contained in one or many service delivery fields where the unit of measure is "Number" (listed below) for one or many Service User records contains more than 300. - Formal Linen Service - Meals Received at Centre - Transport - Meals Received at Home	Columns AT, AU, BC, BD	Check the values supplied in each of the columns identified at left. If any of these values exceeds "300", correct as required.
Invalid Missing SLK Service User record/s rejected. The following Service User records have been marked as missing Service User details but the data provided is not an exact match for the Carer details. Missing SLK Service User records must match the Letters of Name, Date of Birth and Gender data provided for the Carer.	The file submitted contains one or many Service User records where the 'Missing SLK Field' value is "3" (Service User SLK information has been replaced by the carer SLK information) but the data provided for the Service User in Letters of Name, Date of Birth and Sex does not match the data provided for the Carer.	Column L	There are two things to check and two possible course of action: 1. A value of "3" in column L indicates that the service user SLK identifier (at column B) is unknown and the SLK identifier used for the carer (at column R) should have been used at Column B. If this is the required upload, check that the values at Columns B and R are identical and in the correct five-character format. 2. If the SLK identifier for the service user is known and has been supplied at Column B in the correct format and if it is different from the correctly formatted SLK identifier supplied for the carer at Column R, then change the value at Column L from "3" to "1" (Service User SLK information is correct) or "2" (Both Service User and carer SLK information is correct).

Error Message	What does this mean?	What column is this in my dataset?	What do I need to do to fix the error?
Invalid Missing SLK Service User record/s rejected. The following Service User records have been marked as missing Carer details but the data provided is not an exact match for the Service User details. Missing SLK Carer records must match the Letters of Name, Date of Birth and Sex data provided for the Service User.	The file submitted contains one or many Service User records where the 'Missing SLK Field' value is "4" (Carer SLK information has been replaced by the Service User SLK information) but the data provided for the Carer in Letters of Name, Date of Birth and Sex does not match the data provided for the Service User.	Column L	There are two things to check and two possible course of action: 1. A value of "4" in column L indicates that the carer SLK identifier (at column R) is unknown and the SLK identifier used for the Service User (at column B) should have been used at Column R. If this is the required upload, check that the values at Columns R and B are identical and in the correct five-character format. 2. If the SLK identifier for the carer is known and has been supplied at Column R in the correct format and if it is different from the correctly formatted SLK identifier supplied for the Service User at Column B, then change the value at Column L from "4" to "2" (Both Service User and carer SLK information is correct).
<<Value inserted by Data Load program>> field of the Service User record contains invalid data. This field may only contain numeric values. This Service User record will not be accepted.	A value provided for service delivery is invalid, as it does not contain a numeric value.	Columns AE, AF, AL, AM, AN, AO, AP, AQ, AR, AS, AT, AU, AV, AW, AX, AZ, BC, BD	Check the values contained in the columns listed at left to ensure that the values recorded are numeric values. In addition: 1. Check that the numeric values contained in columns AE, AF, AL, AM, AN, AO, AP, AQ, AR, AS, AV, AW, AX and AZ do not exceed "1000"; and 2. Check that the numeric values contained in columns AT, AU, BC and BD do not exceed "300". Correct as required.
The 'postcode' field of the Service User is invalid. The supplied postcode does not exist. This Service User record will not be accepted.	The file submitted contains a Service User postcode that is not in the CCMDS postcode database.	Column K	Check the data contained in Column K, correct as required.
The 'locality' field of the Service User is invalid. The supplied locality does not exist. This Service User record will not be accepted.	The file submitted contains a Service User locality that is not in the CCMDS Locality database	Column J	Check the data contained in Column J, correct as required.
The 'postcode' and 'locality' fields of the Service User do not form a valid combination. The postcode and locality fields must form a recognised combination. This Service User record will not be accepted.	The file submitted contains a Service User postcode and locality that is not a valid combination.	Columns K and J	Check the data contained in Columns K and J, correct as required.
The 'postcode' field of the Carer is invalid. The supplied postcode does not exist. This Service User record will not be accepted.	The file submitted contains a Carer postcode that is not in the CCMDS postcode database.	Column AA	Check the data contained in Column AA, correct as required.
The 'locality' field of the Carer is invalid. The supplied locality does not exist. This Service User record will not be accepted.	The file submitted contains a Carer locality that is not in the CCMDS locality database	Column Z	Check the data contained in Column Z, correct as required.
The 'postcode' and 'locality' fields of the Carer do not form a valid combination. The postcode and locality fields must form a recognised combination. This Service User record will not be accepted.	The file submitted contains a Carer postcode and locality that is not a valid combination.	Columns AA and Z	Check the data contained in Columns AA and Z, correct as required.

Queensland Government