ERRP Secure Website and Mainframe Claim List Upload Errors

Error	System: Secure Website (SWS) or Mainframe	Where the Error Displays	File Status	What Plan Sponsors Should Do
The Submission method selected for this application is not ERRP Secure Website.	SWS	*Upload Claim List* page	File upload has been prevented (no file status)	Check the Claim List Setup and change from mainframe to ERRP Secure Website, if applicable.
File is empty. You cannot upload an empty file, please make sure that the file contains data and resubmit.	SWS	*Upload Claim List* page	File upload has been prevented (no file status)	Resubmit the file.
Application ID Number in Claim File does not match Application ID selected for File Upload.	SWS	*Claim List Errors* page (The Claim List will have an "Error Found" status on the *Display Claim Lists* page. The *Claim List Errors* page is accessed by selecting the "Error Found" link.)	Error Found	Correct the Application ID Number in the Claim List to match the Application ID selected for file upload and resubmit the file.
Plan Year Start Date in Claim File does not match Plan Year Start Date selected for File Upload.	SWS	*Claim List Errors* page (The Claim List will have an "Error Found" status on the *Display Claim Lists* page. The *Claim List Errors* page is accessed by selecting the "Error Found" link.)	Error Found	Correct the Plan Year Start Date in the Claim List to match the Plan Year Start Date selected for file upload and resubmit the file.
Filename might contain invalid character(s). Please remove any occurrences of !,",%,*,/,:,<,>,?,\,| from the filename and resubmit.	SWS	*Upload Claim List* page	File upload has been prevented (no file status)	Remove invalid characters and resubmit the file.

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Invalid file format. Check to make sure the file is saved as comma-separated value (CSV) format.	SWS	*Upload Claim List* page	File upload has been prevented (no file status)	Resubmit as a .CSV file.
File Rejected – No Authority from this Source or Method	Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	File submission has been prevented (no file status)	Confirm the Source or Method and resubmit the file.
No Detail Records Found	Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	File submission has been prevented (no file status)	Ensure the file contains one or more detail (claims) records and resubmit the file.
Invalid Total Number of Claims	SWS and Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Await further instruction from the ERRP Center.
Invalid Total Cost paid by Plan	SWS and Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Await further instruction from the ERRP Center.
Invalid Total Cost paid by Early Retiree	SWS and Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Await further instruction from the ERRP Center.

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Invalid Total Cost Adjustment	SWS and Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Await further instruction from the ERRP Center.
Invalid Total Service Lines	SWS and Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Await further instruction from the ERRP Center.
Invalid Application ID and/or Plan Year Start Date	Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Correct the invalid information and resubmit the file.
Invalid File Format	Mainframe	No error message will display. The Plan Sponsor will receive communication from the ERRP Center.	Invalid	Correct the file format and resubmit the file.