

Electricity Rebate ELIGIBILITY VERIFICATION

File Specification

Updated on 5 January 2009

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1. Revision History

Revision	Date	Author	Comments
0.1	28 Mar 2007	Greg Johncock	Draft
0.2	2 Apr 2007	Greg Johncock	Incorporate changes from review
0.3	13 April 2007	Greg Johncock	Add details for export files
0.4	27 April 2007	Greg Johncock	Add section for encrypted files and file transfer process
0.5	27 April 2007	Greg Johncock	Incorporate 3.5 changes from Lidia Rasic
0.6	31 March 2008	Tiona Evans	Provided new info regarding protection and test data
0.7	5 January 2009	Tiona Evans	Update error message, add 8 digit card number + alpha, update email address

2. File Management

All files containing Seniors data must be password protected. Please contact Card Services, Smart Service Queensland, Department of Communities for information regarding this.

2.1. File Compression

Files must be compressed with PEAZIP or compatible software and password protected.

2.2. Password management

The Department of Communities will provide Retailers with the password that will be used on all files (both inbound and outbound).

Please contact Tiona Evans, Senior Resource Officer, Card Services on (07) 322 47564 or email ERSValidation@smartservice.qld.gov.au to receive your password.

2.3. Transfer of files

The preferred method for sending and receiving files is via email.

The standard email address to be used is:
ERSValidation@smartservice.qld.gov.au.

You must provide Card Services with a **standard email address** that will be used for file transfers (inbound and outbound).

Files being sent to the ERSValidation email address must be sent from this **standard email address**.

Processed files being sent from the ERSValidation email address will be sent to this **standard email address**.

2.4. Setup and Configuration

To enable emails with password protected attachments to enter the Department, you must provide **standard email address** 15 business days before it can be used.

Failure to register your **standard email address** in our email system will result in emails being blocked (both inbound and outbound).

Please contact Tiona Evans, Senior Resource Officer, Card Services on (07) 322 47564 or email ERSValidation@smartservice.qld.gov.au to register your standard email address.

2.5. Return time

Please allow 5 working days for your file to be processed.

3. Import File Specification

Import files are generated by third parties who wish to obtain details about the eligibility of a Queensland Government Seniors Card. In mid 2008, Card Services upgraded the cardholder database. As a result the naming convention has changed from SCIP to CHIIP (please note the double “i”). If you have any queries, contact Card Services through the ERSValidation email address listed at the end of this document.

3.1. Import File Details

Third parties must produce import files using the following naming convention:

File Name: “CHIIP” + *underscore* + CompanyName + *underscore* + DateFileCreated (YYYYMMDD)

File Extension: “csv”

For example **CHIIP_ERGON_20070320.csv**

3.2. Import File Structure

The Import file must contain data with a Content Type of:

- “text/plain” (recommended) or
- “application/vnd.ms-excel”.

The export file contains 3 columns of data, each column is separated by a comma.

Column 1	Card Number	The 7 or 8 digit Seniors Card number (note: some 7 digit card numbers contain an alpha character “p”)
Column 2	FirstName	The first name of the senior
Column 3	Surname	The surname of the senior

The file must contain 1 or more lines as described below. Each line must be separated by a line feed & carriage return. It is not necessary to insert a line feed/carriage return after the last record in the file.

Line 1	OPTIONAL - Header	Card (space) Number,FirstName,Surname
Line 2+	Data	[Seniors Card Number], [First Name], [Surname]

3.3. Sample File

***** *Start of File* *****

Card Number,FirstName,Surname
1126231,Ronald,McDonald
1212122,Tim,Jones
1234567,Fred,Bloggs
***** *End of File* *****

Import and export files must contain no more than 5000 eligibility searches. If more than 5000 searches are requested, file should be split. The files should then be named using the format for the first 5,000 searches *CHIIP_ERGON_20070320_v1.csv*; for the next 5,000 searches *CHIIP_ERGON_20070320_v2.csv*.

4. Export File Specification

Export files are generated by the CHIIP System as a result of loading an Import file. These files contain the results, whether successful or unsuccessful, from the corresponding Import file.

4.1. Export File Details

Card Services will produce export files using the following naming convention:

File Name: "CHIIP" + *underscore* + CompanyName + *underscore* + DateFileCreated (YYYYMMDD) " + *underscore* + "RESULTS"

File Extension: "csv"

For example ***CHIIP_ERGON_20070320_RESULTS.csv***

4.2. Export File Structure

The Export file contains data with a Content Type of "application/vnd.ms-excel".

The export file contains 7 to 8 columns of data, each column is separated by a comma.

Column 1	Card Number	The 7 or 8 digit Seniors Card number (note: some 7 digit card numbers contain an alpha character "p")
Column 2	FirstName	The first name of the senior
Column 3	Surname	The surname of the senior
Column 4	Active	True if the Seniors Card is active.
Column 5	EFCD	Eligible For Concession Date (dd/mm/yyyy) – when the senior was eligible for concessions.
Column 6	Errored	True if the provided details from the import file produced an error. False if no error occurred.

Column 7	Error	If Errored = True, displays the reason for the error. Blank if no error occurred.
Column 8	No title	Will contain the message “first name and surname incorrect” if the message “Card number” has been displayed in column 7.

The export file will consist of 2 or more lines as described below.

Line 1	Header	Card Number,Firstname,Surname, Active,EFCD,Errored,Error
Line 2+	Data	Data to be processed into the third party vendors system

4.3. Interpreting the data

- A senior is eligible for concession if “Active” = True and “Errored” = False. Concessions should be applied from the date in “EFCD” column (EFCD = Eligible For Concession Date).
- If an “EFCD” date does not appear no further concessions should be applied. Refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Communities and your company for further information. Alternatively, you can contact Card Services on (07) 322 47564 or email ERSValidation@smartservice.qld.gov.au for more information.
- If a seniors record displays “Active” = False and “Errored”= False this means that the card is no longer active. Refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Communities and your company for further information.
- If the Error Description: Card details invalid appears this may mean: card error, data anomaly, data inconsistency or card does not match the first name;
- If the Error Description: First name incorrect appears this means the database recognises the card number and surname, but does not recognise the first name. This may appear for the following reasons: spelling error, there is only an initial displayed, first and middle names are displayed, joint names are displayed or the wrong name against card number.
- If the Error Description: Surname incorrect appears this means the database recognises the card number and first name, but does not recognise the surname. This may appear for the following reasons: spelling error, hyphen or apostrophe does not exist on Card Services file or vice versa, wrong name against card number.

- If the Error Description: Card number, first name and surname incorrect appears this means the database has not been able to find a match on any of the three columns of data supplied.
- A processed record is deemed successful if “Active”=True and “Errored” = False. This means the seniors First Name, Surname and Seniors Card number are an exact match with the CHIP System.

If the record is successful, further information determining eligibility for concessions will be provided.

4.4. Possible errors and descriptions

A processed record is unsuccessful when “Errored” = “True”. The reason for an unsuccessful record is described in the “Error” column.

Possible errors are as follows:

Problem	Error Description
Seniors Card number incorrect	INFO: Card details invalid
First Name incorrect	INFO: First name incorrect
Surname incorrect	INFO: Surname incorrect
Seniors Card number, First Name and Surname incorrect	INFO: Card number, first name and surname incorrect

4.5. Verification of unmatched errors

Please refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Communities and your company.

4.6. Sample File

```
***** Start of File *****  
Card Number,FirstName,Surname,Active,EFCD,Errored,Error  
1126231,Ronald,McDonald,True,15/10/1997,False,,  
1212122,Tim,Jones,False,,True,INFO: Card details invalid,  
1234567,Fred,Bloggs,True,05/01/2001,False,,  
***** End of File *****
```

If outcome of search indicates that the senior does not exist, review spelling of name, remove any spaces between letters that should not be there and ensure that the Senior Card number is typed correctly. If a mistake is found in one of these fields, please add corrected request to the next import file.

5. Contact Details

All enquires should be directed to Card Services, Smart Service Queensland, Department of Communities on ERSValidation@smartservice.qld.gov.au