RETIREMENT & BENEFIT PLAN SERVICES

File Error Messages:
Employer Reference Guide

Version 18.0
March 14, 2017

Bank of America
Merrill Lynch

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Header Record Messages

No.	Type	Field	Message	Notes
1.	Error	RecordType	Unable to identify the file header and footer. Format may be invalid.	
2.	Error	TPACode	Admin alias is required in File Header. AdminAlias in file header does not match footer. Verify the administrator is configured for Consumer Data Exchange and that the drop location is correct.	
3.	Error	EmployerCode	Employer alias is required in File Header. EmployerAlias in file header does not match footer. [EmployerCode] contains illegal characters. Employer does not exist. Verify Consumer Data Exchange is configured for the Employer.	
4.	Error	SynchronizationFlag	Synchronize flag in File Header must be either Y or N.	
5.	Error	SubmittedDate	Invalid date/time identified in File Header.	
6.	Error	SubmittedTime	Invalid date/time identified in File Header.	
7.	Error	FileVersion	FileImports application does not support the file version specified within the file. FileVersion specified within header is either blank or invalid. Length of File version exceeded allowed limit. Invalid file Version: [inputValue]	
8.	Error	Unknown	Unable to identify the file header and footer. Format may be invalid.	This error occurs if either the header or footer record is missing, invalid, or the file is blank.
9.	Error		This row should have [X] frileds and not [input fields number].	This error occurs if the header record contains more or less than the expected number of delimiters.
10.	Information	File Version	File version not specified within file.	This information message occurs If the header record does not contain a delimiter after the time stamp or a version. The system will continue processing the file.
11.	Information		File contains multiple employer records and has been split into one file per employer.	This information message occurs If the file contained records for multiple Employers.

Participant Record Messages

No.	Type	Field	Message	Notes
12.	Error	ParticipantFileImportID	cannot be greater than 50 characters. The Participant File Import ID specified already exists and is assigned to [last_name] [first_name]. ParticipantFileImportID does not match key field [Participant Identifier]. is a required field. Multiple consumers exist with the same participant identifier.	Participant Identifier is the field specified (either SSN, Employee Number, or Employer Employee ID) within Employer Setup of CDEx.
13.	Error	EmployerEmployeeID	cannot be greater than 20 characters. The Employer's Employee ID specified already exists and is assigned to [first name of participant] [last name of participant].	
14.	Error	EmployeeNumber	cannot be greater than 15 characters. The employee number specified already exists and is assigned to [first name of participant] [last name of participant]. is a required field.	If the TPA is not configured to populate the EmployeeNumber, it is required and must be unique for a participant within a TPA.
15.	Error	Last Name	cannot be greater than 30 characters. is a required field.	
16.	Error	First Name	cannot be greater than 30 characters. is a required field.	
17.	Error	MiddleInitial	cannot be greater than one character.	
18.	Error	Gender	The value [inputValue] is not valid for the field Gender. cannot be greater than 1 characters.	
19.	Error	MaritalStatus	The value [inputValue] is not valid for the field MaritalStatus. cannot be greater than 1 characters.	
20.	Error	MothersMaidenName	cannot be greater than 50 characters.	
21.	Error	DateOfBirth	DateofBirth cannot be in the future. DateOfBirth must precede HireDate. DateOfBirth must precede PayrollFrequencyEffectiveDate. Invalid Format - Date must be formatted as MMDDCCYY. DateOfBirth cannot be earlier than 1/1/1900. DateOfBirth cannot be later than 6/6/2079. is a required field.	
22.	Error	SocialSecurityNumber	Social Security Number must be formatted as nine-digit number. Duplicate records in employer for this SSN. Please remove one.	
23.	Error	AddressLine1	cannot be greater than 30 characters. is a required field.	
24.	Error	AddressLine2	cannot be greater than 30 characters. is a required field.	

25.	Error	AddressLine3	cannot be greater than 30 characters.	
26.	Error	AddressLine4	cannot be greater than 30 characters.	
27.	Error	City	cannot be greater than 30 characters. is a required field.	If Country <> US, City is ignored
28.	Error	State	The State specified is not a valid state/province for the country [countryCode]. cannot be greater than 2 characters. is a required field for.	If Country <> US, State is ignored
29.	Error	ZipCode	The Zip Code specified is not a valid postal code for the country 'US'. is a required field.	If Country <> US, Zip is ignored
30.	Error	CountryCode	The Country Code specified is not a valid country code. cannot be greater than two characters.	
31.	Error	HomePhone	cannot be greater than 10 characters. The HomePhone specified is not a valid phone number. Phone number must be 7-10 digits long.	
32.	Error	WorkPhone	cannot be greater than 10 characters. The HomePhone specified is not a valid phone number. Phone number must be 7-10 digits long.	
33.	Error	WorkPhoneExtension	cannot be greater than six characters. The Work Phone Extension specified is not a six or fewer digit number. Work phone cannot be empty if Work Phone Extension is specified.	
34.	Error	EmailAddress	cannot be greater than 125 characters. The email address specified is not valid.	
35.	Error	Username	cannot be greater than 100 characters. The Username specified already exists and is assigned to [first_name] [last_name], an employee of [employer]. The Username may only contain the following special characters: period(.), at sign (@), underscore (_), and dash (-). is a required field.	If TPA is configured for Single Sign-On, Username must be NULL.
36.	Error	Password	cannot be greater than 100 characters.	
37.	Error	HireDate	HireDate cannot be in the future. HireDate must precede StatusEffectiveDate for [status] status. HireDate cannot be earlier than 1/1/1900. HireDate cannot be later than 6/6/2079. is a required field.	
38.	Error	Division	The Division specified is not valid for the employer.	If NULL, system will default Division to *Unassigned*.
39.	Error	HoursPerWeek	cannot be greater than two characters. HoursPerWeek field_name error_description HoursPerWeek is not in the correct format.	

40.	Error	EmployeeClass	The Class specified is not valid for the employer. is a required field.	
			Class cannot be updated. The new class is not associated with a plan the consumer is	
41.	Error	PayrollFrequency	The Payroll Frequency specified is not valid for the employer. Cannot update Payroll Frequency if Participant Status is Terminated, Retired, COBRA, or LaidOff and ParticipantStatusEffectiveDate in the past. Cannot change PayrollFrequency if ParticipantStatus is not Active or LOA.	
42.	Error	PayrollFrequencyEffectiveDate	PayrollFrequencyEffectiveDate precedes existing payroll frequency effective date. Notes <A> PayrollFrequencyEffectiveDate must be after MM/DD/YYYY. Notes <B> PayrollFrequencyEffectiveDate may not precede HireDate. Invalide Format - Date must be formatted as MMDDCCYY.PayrollFrequencyEffectiveDate cannot be earlier than 1/1/1900. PayrollFrequencyEffectiveDate cannot be later than 6/6/2079. is a required field. Notes <C>	<A> Error message appears when Payroll Frequencys is changed. <B> Error message appears when Payroll Frequency Effective Date is updated for the last consumer's Payroll Frequency. (MM/DD/YYYY - The effective date for the previous consumer's payroll frequency) <C> Error message appears when Payroll Frequencys Effective Date is not specified for a new Payroll Frequency that is added for the consumer.
43.	Error	ParticipantStatus	The value [inputValue] is not valid for the field ParticipantStatus. Participant Status may not be changed from [x] to [y]. is a required field.	
44.	Error	StatusEffectiveDate	StatusEffectiveDate must be greater than HireDate for participant with Status {status}. StatusEffectiveDate must be greater than or equal to HireDate for participant with Status Active. StatusEffectiveDate must be greater than current Effective Date. Notes <A> Invalid Format - Date must be formatted as MMDDCCYY.StatusEffectiveDate cannot be earlier than 1/1/1900. StatusEffectiveDate cannot be later than 6/6/2079. is a required field. Status Effective Date does not match the effective date of the consumer's last Employment Status. Updating the Status Effective Date without updating the Status is not allowed. Notes <C> The StatusEffectiveDate must be a past date. The StatusEffectiveDate must be on or before the consumer's enrollment effective date. StatusEffectiveDate must be after MM/DD/YYYY. Notes <B> StatusEffectiveDate cannot be updated due to the consumer's debit card.	<A> Error message appears for Cobra and LOA statuses. <B> MM/DD/YYYY - The effective date for the previous consumer's status. <C> Updating the Status Effective Date without updating the Status is not allowed for Terminated, Laid Off, Retired, COBRA and LOA statuses.

45.	Error	HoldPayrollDeductions	The value [inputValue] is not valid for the field HoldPayrollDeductions. cannot be greater than one character.	
46.	Error	HoldEmployerContributions	The value [inputValue] is not valid for the field HoldEmployerContributions. cannot be greater than one character.	
47.	Error	IncurServices	The value [inputValue] is not valid for the field IncurServices. cannot be greater than one character.	
48.	Error	FinalPayrollProcessDate	Invalid Format - Date must be formatted as MMDDCCYY. FinalPayrollProcessDate cannot be earlier than 1/1/1900. FinalPayrollProcessDate cannot be later than 6/6/2079.	
49.	Error	FinalContributionProcessDate	Invalid Format - Date must be formatted as MMDDCCYY. FinalContributionProcessDate cannot be earlier than 1/1/1900. FinalContributionProcessDate cannot be later than 6/6/2079.	
50.	Error	ClassEffectiveDate	ClassEffectiveDate must be after MM/DD/YYYY. ClassEffectiveDate must be greater than or equal to the consumers hire date.	MM/DD/YYYY - The effective date for the previous consumer's class.
51.	Error	Unknown	This row should have x fields and not y.	This error occurs if a record contains more or less than the expected number of delimiters.
52.	Error		[Field Name] is required because it is used to auto generate the username/password.	This error occurs if a field that is not required is used in the username and/or password auto-generation pattern.
53.	Warning	EmployeeClass	Class updates for this consumer must be made through the portal.	Displayed when the consumer's plan setting 'Allow Payroll Frequency by Plan' is set to 'Yes'.
54.	Warning	ClassEffectiveDate	ClassEffectiveDate has been updated. Contributions will be recalculated based on the payroll frequency associated to the updated class.	
55.	Information	AddressLine3	Ignoring AddressLine3 data for non-US address	
56.	Information	AddressLine4	Ignoring AddressLine4/AddressLineTo data for non-US address	
57.	Information		This participant with status [status of missing Participant] is missing.	This error occurs if a Participant was included in the previous file but does not exist in the current file.

58.	Information	[fieldname]	Employers Settings are configured to allow Participants to update these fields. Updates via file were ignored. The Employer's settings are configured to allow not allow updates to this field(s). Updates via file were ignored.	These messages occur if Consumer profile updates are received via CDEx file but the Employer is configured to either allow the Consumer to update those Profile field/s via the Consumer portal or the Employer is configured to not allow CDEx to update those fields.
59.	Information	EmployerEmployeeID	Updates to Employer Employee ID are not allowed - update ignored	This Information message is only applicable to Nav4.
60.	Information	Username	Employers Settings are configured to auto generate Username. Updates via file were ignored. Username auto-generated was a duplicate. The username for this consumer was set to [Username].	
61.	Information	Password	Employers Settings are configured to auto generate Password. Updates via file were ignored.	
62.	Information	SSN	Duplicate records in employer for this SSN. Please remove one.	

Enrollment Record Messages

No.	Type	Field	Message	Notes
63.	Error	ParticipantFileImportId	cannot be greater than 50 characters. ParticipantId with Id [FileImportID] cannot be found is a required field.	Participant Identifier is the field specified (either SSN, Employee Number, or Employer Employee ID) within Employer Setup of CDEx.
64.	Error	PlanName	is a required field. [inputValue] does not match a plan name that the participant can enroll in. cannot be greater than 255 characters. Participant has an international address and is not eligible to enroll in an HSA plan. The consumer's address can not be P.O. Box when enrolling in an HSA. Participant class is not valid for this plan. Enrollment into HSA plan not allowed for this consumer. Participant doesn't have a social security number and is not eligible to enroll in a HSA plan. The Consumer [Consumer Identifier] account is not currently eligible to be reopened due to account hold.	
65.	Error	EnrollmentEffectiveDate	is a required field. Invalid Format - Date must be formatted as [MMDDYYYY]. The Enrollment Effective Date [inputValue] is outside of the plan year start and plan year end date for [inputValue]. The Participant [Participant Identifier] does not have payroll dates that fall within the plan year start date and plan year end date. The date [inputValue] matches multiple Plan Years. The Enrollment Effective Date [inputValue] does not match [inputValue] for the plan year. The Enrollment Effective Date [inputValue] is prior to the	

No.	Type	Field	Message	Notes
			Participant's Active, LOA, or Cobra status. The Enrollment Effective Date [inputValue] is after the Participant's Terminated, Retired, or LaidOff status. The Enrollment Effective Date [inputValue] must be the first day of the month for a plan type of [Plan Type]. Changing existing enrollment effective date is not allowed. There are confirmed and/or actual payrolls prior to the effective date. The effective date cannot be less than or equal to a confirmed and/or actual payroll date. Participant does not have a valid status on the enrollment effective date EnrollmentEffectiveDate cannot be prior to a confirmed or posted payroll date.	
66.	Error	ElectionAmount	cannot be greater than 12 characters. not in the correct format. The Election Amount has not been provided for a plan that requires an election amount. The election amount [Election Amount] is below the [contributions made to date] [claims paid to date]. The Election Amount [Election Amount] is less than the minimum employee contribution amount allowed for the plan. The Election Amount has not been provided for a plan that requires an election amount. ElectionAmount plus EmployerContributionAmount is less than paid claims to date $[paid claims to date]. Election Amount [Election Amount] is not allowed for plan. ElectionAmount [Election Amount] is less than posted or confirmed deductions to date [confirmed or posted deductions to date]. Election Amount and Employer Contribution cannot be $0.00 if there is no enrollment termination date. ElectionAmount plus EmployerContributionAmount exceeds maximum total contribution amount for the plan. ElectionAmount is greater than the Maximum employee contribution amount allowed for the plan Elections cannot be defined for Open Ended HSA Plans. Value on file must be $0.00.	ElectionAmount = employer contributions + employee contributions + processed wellness contributions + rollover contributions

No.	Type	Field	Message	Notes
67.	Error	EnrollmentTerminationDate	Invalid Format – Date must be formatted as [MMDDCCYY]. The Enrollment Termination Date [Enrollment Termination Date] is prior to or equal to the Enrollment Effective Date. Enrollment Termination Date received for a Participant that is not enrolled in the specified plan. Enrollment Termination Date cannot be greater than the enrollment end date. Enrollment Termination date cannot be prior to Plan Year Initialization. EnrollmentTerminationDate [Termination Date] is prior or equal to the last enrollment effective date for this enrollment. Open ended Health Savings Account enrollments may not be terminated via file. The account may be closed through the portal.	
68.	Error	EmployerContributionLevel	Plan is not configured for Employer Contributions. [Employer Contribution Level] is not valid for [Plan Type]. Cannot be greater than 10 characters.	
69.	Error	EmployerContributionAmount	cannot be greater than 12 characters. The Employer Contribution Amount [Employer Contribution Amount] exceeds the maximum total contribution amount allowed for the plan. The employer contribution amount [Employer Contribution Amount] is below the [contribution made to date] [claims paid to date]. is not in the correct format. Plan not configured for Employer Contributions.	
70.	Error	PrimaryReimbursement	Participant with a debit card cannot have an international address. The participant currently has a reimbursement method of Debit Card and cannot change to a different reimbursement method. The Primary Reimbursement Method is not supported by the Plan. The Primary Reimbursement Method is not supported by the Plan Year. cannot be greater than 30 characters.	
71.	Error	AlternateReimbursement	The Alternate Reimbursement Method is not supported by the Plan. The Alternate Reimbursement Method is not supported by the Plan Year. cannot be greter than 30 characters.	

72.	Error	EnrolledInClaimsExchange	The value [inputValue] is not valid for the EnrolledInClaimsExchange field. cannot be greater than 1 character. The participant cannot enroll in claims exchange when the reimbursement method is Debit Card. Claims Exchange is not supported by the Plan.	
73.	Error	ElectionAmountIndicator	cannot be greater than 8 characters. [inputValue] is not a valid value for the Election Amount Indicator field. Election Amount Indicator is a required field when the plan type is HSA. [inputValue] is not valid for [Plan Type].	
74.	Error	HDHPCoverageLevel	cannot be greater than 6 characters. [inputValue] is not a valid value for the HDHP Coverage field. HDHP Coverage Level is a required field when the plan type is HSA.	
75.	Error	PlanYearStart	PlanYearStart is a required field. Invalid Format – Date must be formatted as [MMDDCCYY] PlanYearStartDate [inputValue] does not match a plan named [inputValue].	
76.	Error	TermsConditionsAccepted	Invalid Value - Terms and Conditions must be a "Y" or "N". cannot be greater than 1 characters."	
77.	Error		This row should have 18 fields and not [x]. This row should have between 11 - 14 fields and not [x].	These errors occur when the incorrect number of fields is present in the 1.0 and 2.0 formats.
78.	Warning	EmployerContributionLevel	The system defaulted the EmployerContributionLevel to "Ind". The system defaulted the Employer Contribution Level to "Family".	
79.	Warning	PrimaryReimbursement	The Primary Reimbursement Method has been set to [Reimbursement Method]. Participants Plan Requires Debit Card, Primary Reimbursement Method set to Debit Card.	
80.	Warning	AlternateReimbursement	The Alternate Reimbursement Method has been set to [Alternate Reimbursement Method]. The Alternate Reimbursement Method is not necessary for the Plan.	

81.	Warning		This warning message was removed on 8/19/09 due to duplicates and performance issues with the CDEx Exception Report.	This warning occurs if an Enrollment was received in the previous file but is not on the current file.
82.	Warning	EnrollmentEffectiveDate	Changing an existing enrollment effective date is not allowed from a file import. Please use the web portal to update the enrollment effective date. Dependents Enrollment Effective Date Not Updated.	
83.	Warning	TermsAndConditionsAccepted	Enrollment already exists - Terms and Conditions update not allowed.	
84.	Warning	DateTermsConditionsAccepted	Invalid Format – Date must be formatted as [MMDDCCYY] – Update Ignored	
85.	Warning	TimeTermsConditionsAccepted	Invalid Format – Time must be formatted as [HHMMSS] – Update Ignored	
86.	Information		Terms and Conditions values ignored - Terms and Conditions not enabled.	
87.	Information	Spend Down	This plan type is not eligible for auto enrollment for spend down. Field has been ignored.	
88.	Information	DateTermsConditionsAccepted	Date/Time not valid when Terms and Conditions have not been accepted - Update Ignored Date Ignored – Terms and Conditions not accepted.	
89.	Information	TimeTermsConditionsAccepted	Time Ignored - Terms and Conditions acceptance date was not specified. Date/Time not valid when Terms and Conditions have not been accepted - Update Ignored. Time Ignored – Terms and Conditions not accepted	
90.	Information		The Employer's settings are configured to allow not allow updates to this field(s). Updates via file were ignored.	These messages occur if Consumer profile updates are received via CDEx file but the Employer is configured to either allow the Consumer to update those Profile field/s via the Consumer portal or the Employer is configured to not allow CDEx to update those fields.

Contribution Record Messages

No.	Type	Field	Message	Notes
91.	Error	ParticipantFileImportId	cannot be greater than 50 characters. ParticipantId with Id [FileImportID] cannot be found is a required field.	Participant Identifier is the field specified (either SSN, Employee Number, or Employer Employee ID) within Employer Setup of CDEx.
92.	Error	PlanName	cannot be greater than 255 characters. Plan name [inputValue] not found Participant is enrolled in multiple plans with [Plan Name] and the contribution date of [Contribution Date] is a required field. Participant is enrolled in multiple plans with the plan name [Plan Name] and the plan year start date of [Plan Year Start Date]. Plan with the plan name [Plan Name] and the plan year start date of [Plan Year Start Date] not found. Participant is enrolled in multiple plans with the plan name [Plan Name] and the plan year end date of [Plan Year End Date]. Plan with the plan name [Plan Name] and the plan year end date of [Plan Year End Date] not found. Participant is enrolled in multiple plans with the plan name [Plan Name] and the plan year start date of [Plan Year Start Date] and plan year end date of [Plan Year End Date]. Plan with the plan name [Plan Name] with the plan year start date of [Plan Year Start Date] and plan year end date of [Plan Year End Date] not found.	
93.	Error	ContributionDate	Contribution Date does not match a scheduled contribution date for Contribution Description with the [Plan Name] plan Contribution Date is already posted for that participant for [Contribution Description] Contribution Date is after the final contribution date. is a required field. Invalid Format – Date must be formatted as [MMDDCCYY] Contributions for a participant with HSA status of [HSA Account Status] and will not be processed. Contribution Date is beyond 90 days in the future. Contribution record did not load.	

94.	Error	ContributionDescription	cannot be greater than 30 characters. The value [inputValue] is not valid for the field ContributionDescription. is a required field.	
95.	Error	ContributionAmount	cannot be greater than 9 characters. is a required field. ContributionAmount is not in the correct format. Contribution Amount is negative for participant (negative contribution not possible for HSA plan). Contribution Amount is negative for participant (negative deduction not possible for HSA plan). Contributions for 100% Funded at Start Date Plans are invalid Contribution causes consumer to be in excess of the HSA maximum contribution Updating a payroll deduction that has been pre-posted is not allowed. Updating a contribution that has been pre-posted is not allowed.	
96.	Error	AmountType	The value [inputValue] is not valid for the field AmountType. is a required field. Year to Date Contributions are not allowed for HSA Plans.	
97.	Error	PriorTaxYear	Is not a valid contribution tax year. This row should have 7 or 8 fields and not [x] Contributions for Prior Tax Years are not allowed after the IRS determined date, the contribution date received is after that date.	
98.	Error	PlanYearStartDate	Invalid Format – Date must be formatted as [MMDDCCYY]	
99.	Error	PlanYearEndDate	Invalid Format – Date must be formatted as [MMDDCCYY]	
100.	Error		A year to date payroll deduction from a later date has already been processed for this participant and plan.	
101.	Warning	PriorTaxYear	PriorTaxYear not applicable for non-HSA Plans. Field was ignored. Tax Year has been set to Current Tax Year	
102.	Warning	ContributionAmount	The contribution amount received for the participant places the participant over their election amount for that plan. is a required field.	
103.	Warning		Contributions have been received for a Plan year that is not yet Initialized. The Contributions will be processed when the Plan year is Initialized.	
104.	Warning		Multiple contributions received for the same plan and contribution date. Last contribution record was processed.	

Footer Record Messages

No.	Type	Field	Message	Notes
105.	Error	RecordType	Unable to identify the file header and footer. Format may be invalid.	
106.	Error	TPACode	Admin alias is required in File Footer. AdminAlias in file header does not match with footer.	
107.	Error	EmployerCode	Employer alias is required in File Footer. EmployerAlias in file header does not match with footer. [EmployerCode] contains illegal characters.	
108.	Error	SubmittedDate	Invalid date/time identified in File Footer.	Header and Footer timestamp validation was removed as of the October 2009 release.
109.	Error	SubmittedTime	Invalid date/time identified in File Footer.	Header and Footer timestamp validation was removed as of the October 2009 release.
110.	Error	Unknown	Unable to identify the file header and footer. Format may be invalid.	This error occurs if either the header and/or footer record is missing, invalid or the file is blank.
111.	Error		The total number of fields in footer is either more or less.	This error occurs if the footer record contains more or less than the expected number of delimiters.