

SPORTS VOUCHERS

Claim Troubleshooting Guide

1. There were problems with your claim file

⊗ There were problems with your claim file

Please resolve the issues identified and then resubmit your claim file.

- The imported file is not the same format as the template. Please use the template provided and resubmit your claim file.

Why:

This error occurs when the file you are attempting to upload is either, incorrectly formatted or contains more information than required.

How to solve:

a) Copy information to a brand new claim template and save as .csv file

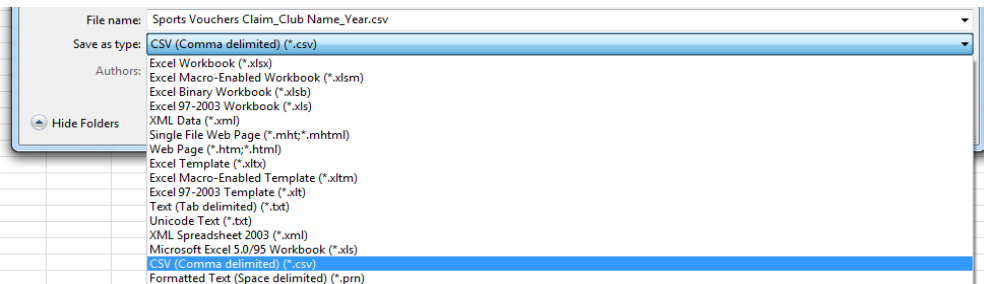
Copy all the required information from your current claim spreadsheet and paste it into a brand new claim template (available from the Sports Vouchers portal). See b) regarding saving the spreadsheet correctly.

We highly recommend this step as it has solved many issues.

b) Ensure it is saved as a .csv file

Select 'Save As', then select 'CSV (Comma Delimited)' format from the save as type drop down menu.

Please note that the template is provided in the correct format.



c) Ensure that all information entered outside the headings provided is deleted

Additional information entered outside of the provided headings will prevent the spreadsheet uploading.

Please only fill out the provided fields on the spreadsheet.

Delete any additional data before submitting.

| N | O | P | Q |
|---|---------------------------------------|---|----|
| Member of a sports club prior to using voucher? | Aboriginal or Torres Strait Islander? | Culturally and linguistically diverse background? | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |
| No | No | No | No |

d) Make sure the headings have not been removed or altered

Please ensure that you do not delete or change the headings that are already on the spreadsheet. If the headings have been removed or changed, use steps a) and b) to solve.

| | A | B | C | D | E | F | G | H | I |
|---|------|-------|---|-----------|-------------|----------|------|--------------------|-------------|
| 1 | John | Smith | M | 1/01/2007 | 1 Main Road | Adelaide | 5000 | Club member number | MEDICARE |
| 2 | John | Smith | M | 2/01/2008 | 1 Main Road | Adelaide | 5000 | | 12345678905 |
| 3 | John | Smyth | M | 3/01/2007 | 3 Main Road | Adelaide | 5002 | | 12345678906 |



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2. Date of birth is outside accepted range for selected claim year.

Why:

Only children who are primary school aged may claim a voucher. As such when uploading a claim each child's date of birth is validated to ensure it falls within the accepted age range.

⊗ There were problems with your claim file

Please resolve the issues identified and then resubmit your claim file.

- There are line item errors in your claim file. Please see the table below for further information about the errors. Please rectify the errors and resubmit your claim file.

| Child first name | Child surname | Child gender | Child date of birth | Child street address | Child suburb | Child postcode | Australian Visa Number | Medicare | P: |
|------------------|---------------|--------------|---------------------|----------------------|--------------|----------------|------------------------|-------------|----|
| John | Doe | Male | 29/02/2000 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |
| Jane | Doe | Female | 01/01/2008 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |

How to solve:

If the child is not of primary school age (meaning they are eligible to attend and be enrolled in primary school in South Australia) you will need to remove them from the claim. If the date of birth entered was a typographical error then you will need to correct your spreadsheet and re upload the claim file. Please contact us about any special circumstances.

3. Medicare number is invalid

Why:

Medicare numbers are validated for authenticity upon submission. Please ensure that parents provide you with a complete and accurate 11 digit Medicare number upon using their voucher.

⊗ There were problems with your claim file

Please resolve the issues identified and then resubmit your claim file.

- There are line item errors in your claim file. Please see the table below for further information about the errors. Please rectify the errors and resubmit your claim file.

| Child first name | Child surname | Child gender | Child date of birth | Child street address | Child suburb | Child postcode | Australian Visa Number | Medicare | P: |
|------------------|---------------|--------------|---------------------|----------------------|--------------|----------------|------------------------|-------------|----|
| John | Doe | Male | 29/02/2000 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |
| Jane | Doe | Female | 01/01/2008 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |

How to solve:

Obtain the correct 11 digit Medicare number from the parent and/or make sure that there are no spaces or symbols entered in the field on the spreadsheet.

If you are having difficulty contacting the parent or if you wish to upload a file to claim some vouchers now, we recommend removing the invalid child/children from the claim, then resubmit the valid children and obtain the Medicare number from the parent at an appropriate time.

Please see our guide on how to read a Medicare card if further assistance is required -

http://sportsvouchers.sa.gov.au/data/assets/pdf_file/0010/157942/how_to_read_a_medicare_card.pdf



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4. This is a duplicate entry. Medicare / Aust Visa number used twice.

Why:

Any duplicate entries within a claim will not upload.

⊗ There were problems with your claim file

Please resolve the issues identified and then resubmit your claim file.

There are line item errors in your claim file. Please see the table below for further information about the errors. Please rectify the errors and resubmit your claim file.

| Parent name | Child surname | Child gender | Child date of birth | Child street address | Child suburb | Child postcode | Australian Visa Number | Medicare | P: |
|-------------|---------------|--------------|---------------------|----------------------|--------------|----------------|------------------------|-------------|----|
| Jane | Doe | Male | 29/02/2000 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |
| Jane | Doe | Female | 01/01/2008 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |

How to solve:

Delete any duplicate claims from your csv file. If there is an error in which a parent has only provided a 10 digit Medicare number you will need to obtain the correct 11 digit Medicare number from the parent.

If you are having difficulty contacting the parent or if you wish to upload a file to claim some vouchers now, we recommend removing the invalid child/children from the claim, then resubmit the valid children and obtain the correct details from the parent at an appropriate time.

5. This is a required field

Why:

Blank fields will prevent a successful upload. All fields must be filled out accurately and be correctly formatted. The only exception is a valid Medicare number OR a valid Australian visa number is required.

⊗ There were problems with your claim file

Please resolve the issues identified and then resubmit your claim file.

There are line item errors in your claim file. Please see the table below for further information about the errors. Please rectify the errors and resubmit your claim file.

| Parent name | Child surname | Child gender | Child date of birth | Child street address | Child suburb | Child postcode | Australian Visa Number | Medicare | P: |
|-------------|---------------|--------------|---------------------|----------------------|--------------|----------------|------------------------|-------------|----|
| | | Male | 29/02/2000 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |
| Jane | Doe | Female | 01/01/2008 | 27 Valetta Road | Kidman Park | 5025 | | 12345678911 | Gi |

How to solve:

Fill out empty fields, or delete any rows which are entirely blank so that there are no gaps between rows. If you are having difficulty contacting the parent to obtain missing details or if you wish to upload a file to claim some vouchers now, we recommend removing the invalid child/children from the claim, then resubmit the valid children and obtain the missing details from the parent at an appropriate time.



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6. How to format the information in your claim correctly

The csv file must be filled out using the correct formats. Please see below for the correct formats. This can be found in the 'Submit a Claim' section of the Sports Vouchers portal.

| Value | Description / format | Example |
|--|--|------------------------------|
| Child first name | First name of the child | Jane |
| Child surname | Last name / family name of the child | Smith |
| Child gender | Gender of the child enrolling. Either M for male or F for female | M or F |
| Child date of birth | Birth date of the child enrolling. Use the format dd/mm/yyyy | 22/02/2002 |
| Child street address | Home street address of where the child lives | 1 Main Road |
| Child suburb | Suburb of where the child lives | Glenelg |
| Child postcode | Postcode of where the child lives | 5001 |
| Club member number | The membership number that your club has assigned the child. Leave this value blank if it's not applicable. | |
| Medicare number | This is an 11 digit number. It includes the 10 digits on the top of your Medicare card, plus the 1 digit number to the left of the child's name. | 12345678903 |
| Australian Visa Number | This is an 11 digit number | 6035228848X |
| Parent first name | First name of the parent or guardian | John |
| Parent surname | Last name / family name of the parent or guardian | Smith |
| Parent contact number | A contact mobile or landline phone number | 0400 123 456 or 8333 3333 |
| Used a voucher this calendar year | Has the parent or guardian registered the child under the Sports Vouchers initiative this calendar year at another club? Enter: Yes or No | Yes or No |
| Member of a sports club prior to using voucher | Has the child been a member of a sports club prior to the Sports Voucher initiative? Enter: Yes or No | Yes or No |
| Aboriginal or Torres Strait Islander | Is the child identified as being an Aboriginal or Torres Strait Islander? Enter: Yes or No | Yes or No |
| Culturally and linguistically diverse background | Does the child come from a Culturally and Linguistically diverse background (CALD)? Cultural and Linguistic Diversity (CALD) refers to those individuals who identify as having a specific cultural or linguistic affiliation by virtue of their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis. Enter: Yes or No | Yes or No |

7. If your claim still will not upload, repeat all steps in 1

Once you have tried all the steps in 1. - attach your spreadsheet to an email and send it through to us at sportsvouchers@sa.gov.au. A member of the Sports Vouchers team will attempt to resolve the issue.

