Sports Vouchers – Claim Troubleshooting Guide

1. There were problems with your claim file

Why:

This error occurs when the file you are attempting to upload is either incorrectly formatted or contains incorrect information. Hover the cursor over the red ! icon to see a further description of the error (as per example above "Medicare number is invalid")

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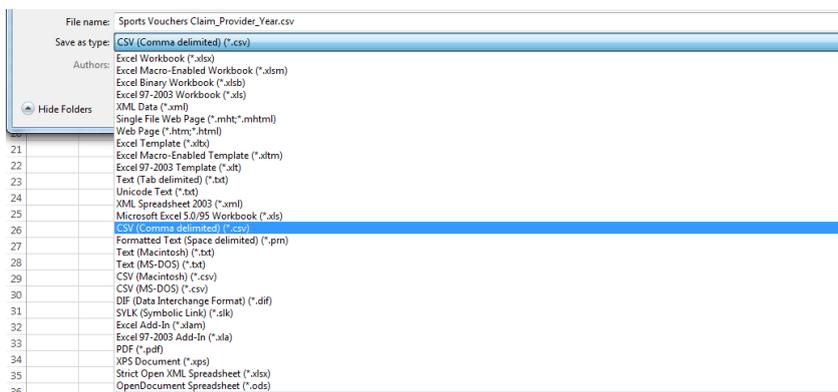
c) Ensure that all information entered outside the headings provided is deleted

Additional information entered outside of the provided headings – the Title Row – will prevent the file uploading. Delete any additional data before submitting.

L	M	N	O
Parent email	Used a voucher this calendar year?	Member prior to using voucher?	
parent@email.com.au	No	No	No
parent@email.com.au	No	No	No
parent@email.com.au	No	No	No
parent@email.com.au	No	No	No

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

Please only fill out the provided fields on the spreadsheet and do not change the Title Row headings.

Please leave the Visa field blank if there is no Visa number (eg: do not enter N/A).

If the headings have been removed or changed, use steps a) and b) to resolve.

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TITLE ROW

	A	B	C	D	E	F
1	Child first name	Child surname	Child gender	Child date of birth	Child suburb	Child postcode
2	Johnny	Citizen	M	13/01/2011	Adelaide	5000
3						
4						

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

Why:

Only children who are of 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.

	A	B	C	D	E	F
1	Child first	Child surname	Child gender	Child date of birth	Child suburb	Child postcode
2	Sam	Smith	Male	4/11/2004	Adelaide	5000
3	Jane	Smith	Female	5/11/2011	Adelaide	5000
4	Sally	Brown	Female	6/11/2012	Adelaide	5000
5	John	Brown	Male	7/11/2013	Adelaide	5000

How to solve:

If the child is not of *primary school age, you will need to remove them from the claim.

*Primary school age means where a child is attending or is eligible to attend primary school (between the years Reception to Year 7, including if Year 7 is in middle or high school) in South Australia.

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.

How to solve:

Obtain the correct 11 digit Medicare number from the parent. The 11th digit is the family reference number next to a child's name on their Medicare card.

Make sure that there are no spaces or symbols entered in the field on the spreadsheet.

4. This is a duplicate entry

Why:

Any duplicate entries within a claim will not upload.

	A	B	C	D	E	F	G	H
1	Child first	Child surname	Child gender	Child date of birth	Child suburb	Child postcode	Australian Visa Number	Medicare number
2	Sam	Smith	Male	4/11/2010	Adelaide	5000		12345678911
3	Jane	Smith	Female	5/11/2011	Adelaide	5000		12345678912
4	Sally	Brown	Female	6/11/2012	Adelaide	5000		12345678913
5	John	Brown	Male	7/11/2013	Adelaide	5000		12345678912

How to solve:

Delete any duplicate claims from your csv file. If there is an error in which a parent has provided the same Medicare number for siblings, ensure that the parent provides you with the correct 11th digit (the family reference number on the card next to each child's name).

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.

How to solve:

Fill out empty fields or delete any rows which are entirely blank so that there are no gaps between rows.

The only exception is a valid Medicare OR Australian visa number (as long as there is a correct number entered into either of these fields this will still upload).

G	H
Australian Visa Number	Medicare number
	12345678911
12345678912	
	12345678913
	12345678914

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 suburb	Suburb of where the child lives	Glenelg
Child postcode	Postcode of where the child lives	5001
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 email	An email address of the parent or guardian to inform them when the Sports Voucher has been processed.	example@domain.com.au
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 prior to using voucher?	Has the child been a member/participant prior to using this Sports Voucher? i.e. is this child an existing participant? Enter: Yes or No	Yes or No

7. If your claim will still not upload, repeat step 1

Otherwise please 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 review your spreadsheet and advise you of any issues to assist you successfully upload your claim file.