

ERRORS FROM FAILED SESSION REPORTS

When submitting any information to CCSS there is specific information required to be sent for it to be successful. When the required information is missing, errors will be presented for you to address them prior to attempting to submitting the item again.

Connections with CCSS occur when child enrolment information needs to be linked, session reports need to be sent and connections where information is being retrieved.

When errors occur, there is a clear reason for it and the error returned will provide information on why it has occurred and what is required to rectify it.


We generally see the same errors occurring from failed timesheets. This tip sheet will walk you through different failed reasons we have seen and how to fix them.

We've broken the failed errors into different categories:

- Enrolment
- Connection errors including:
 - Mapping error
- Misc errors
 - Late reason
 - Session already exists
 - Contents must vary/differ
- Actual in/out errors

ERRORS FROM FAILED SESSION REPORTS

Detailed

First you need to identify the error. To do this click on the exclamation mark next to the status failed 

31/03/2019	Booth-9846, Josh	Booth-9846, Donn	E8000079817	Failed 	No	Noah Wood	3	Submit
31/03/2019	Everett-5587, Rosella	Everett-5587, Rosendo	E8000076371	Failed 	No	Florence Porter Kip Samson	6	Submit

Enrolment errors:

Error Message

. No Active Enrolment found for given Enrolment ID and Dates. Failed at: 20/07/2018 06:59 PM

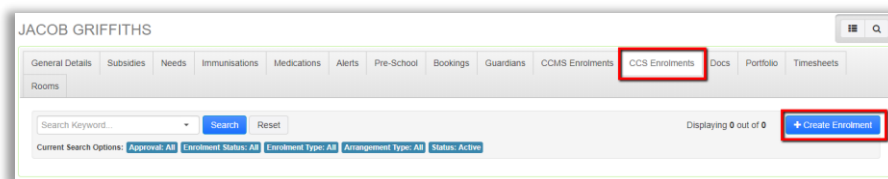
[Close](#)

This error indicates there is no CCS enrolment for the child you are trying to submit for,

or

The current CCS enrolment dates do not cover the session you are trying to submit for.

Resolution: Go to the child's record and under CCS Enrolment you will need to create a CCS Enrolment.



If there isn't a CCS enrolment you will need to create one. See the tip sheet called creating a CCS enrolment for further instructions.

Detailed cont.

If there is a CCS enrolment check the following:

- start and end date - does it fall in the correct period you are trying to submit for?
- is the correct parent/guardian selected on the enrolment and booking?
- does the subsidy scheme on the booking match the enrolment type?

Connection errors:

These errors occur when the connection between our software and CCSS is down or their systems have temporarily lost connection.

Error Message

. The operation cannot be completed because the DbContext has been disposed.. Failed at: 11/07/2018 12:30 PM

Error Message

. ServiceID is Locked in Other Process, Try Again Later.. Failed at: 14/05/2019 02:48 PM

Error Message

. RFC Error: Gateway was closed / CPIC-CALL: 'ThSAPCMRCV', communication rc: CM_DEALL. Failed at: 02/09/2019 02:50 PM

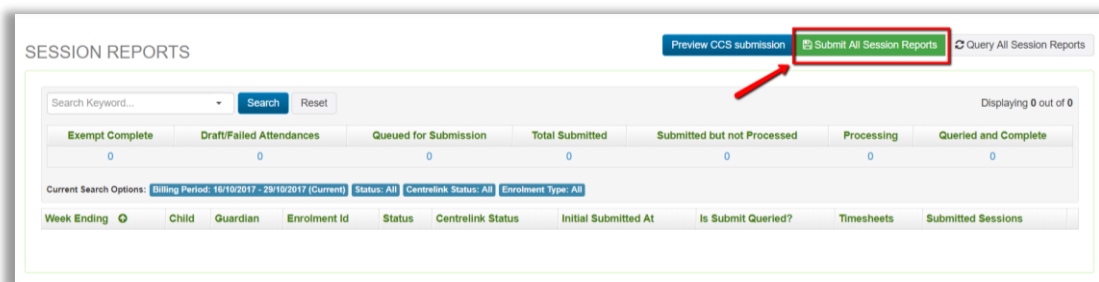
Error Message

. The RFC call was not successful because of communication failure 'Error when opening an RFC connection (CPIC-CALL: 'ThSAPOCMINIT', communication rc: CM_DEALLOCATED_ABEND (cmRc=17), ta)'. Failed at: 02/09/2019 02:50 PM

. A task was canceled.. Failed at: 17/06/2019 11:39 AM

• {"code":10,"codeType":"DHSEIN","message":"Service temporarily unavailable"}

Resolution: While there are a few different messages that come through the fix is the same - you need to re-submit the attendances again by either using the Submit all session reports or submit individually individually using the drop arrow at the end of the session record.



Detailed cont.

Mapping Error

Submit CCS Session Report

- Submission failed for SPAttRef. : A73-125816-20181203093811055. Error - {"error_description": "Device not Active", "error": "mapping_error"}

This error refers to the device you activated in PRODA not being active anymore therefore you are no longer connected to CCSS.

Resolution: You cannot connect to CCSS until you register for a new device and enter this information in Harmony. For more information please refer to the tip sheet called **Activating your device in Harmony**

Misc. Errors

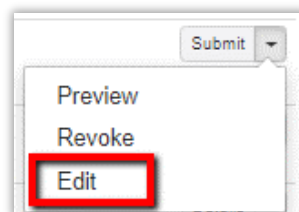
Reason for late change

Error Message

. Reason for Late Change required when Vary/Withdraw outside Timeframe. Failed at: 10/05/2019 07:49 AM

This is due to submitting the session report outside CCSS timeframe.

Resolution: you need to enter in a late submission reason, to do this: click on the down arrow and select edit:



Enter in a late change reason:

Reason for Change -- Select --	Reason for Late Change <input type="text"/>	Reason for No Change <input type="text"/>
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Click Save Session Report.

Detailed

Session report already exists

Error Message

. Session Report already exists for the supplied Report Start Date. Failed at: 10/04/2019 01:15 PM

We have seen this in two different scenarios:

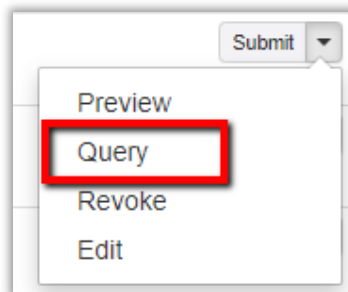
1. *Revised session report*

Resolution: Contact Harmony help desk. The session report has lost the vary/substitute action and this is only something we can put back on.

2. *An initial submission.*

We do see this on the initial timesheet when there has been a connection error so the session has actually gone through, but it has not pulling through the correct information back from CCSS.

Resolution: You will need to query the individual session report.



Contents must differ/vary

Error Message

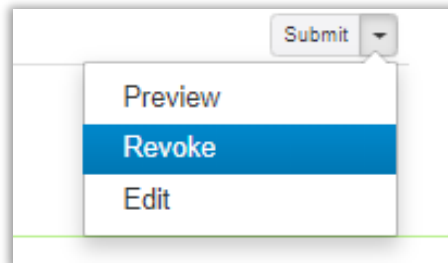
. Contents must differ to previous Session Report for Action 'VARY'. Failed at: 07/05/2019 10:59 AM

If the details of a revised timesheet haven't changed, CCSS will reject the revised session report.

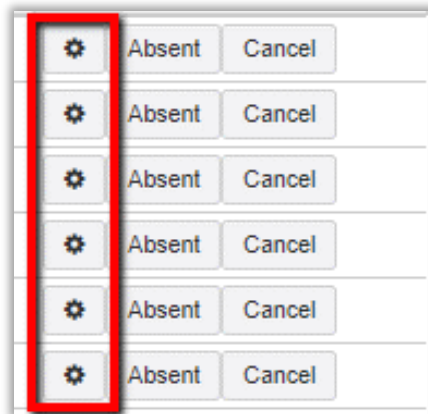
Detailed

Resolution:

1. Revoke the timesheet. Click the  **Down Arrow** and select revoke



2. Go into **processing** and select **daily sessions**, apply your filters to search for the child and click on the cog:



3. Scroll down to the **fee's** heading and enter something in the **Fee Description** box.



This comment will be enough to make CCS believe the session report has changed from the previous submitted session report.

4. Go back to **processing** – CCS session reports – **Generate** – **Submit**.

NOTE: If you have revised a timesheet multiple times, you may need to add a "Fee Description" to a different session or change the existing "Fee Description" if there is only one session.

Detailed

Actual in/out errors:

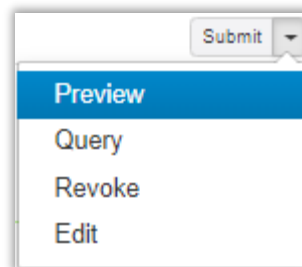
Error Message

. Attendance time in and time out cannot be the same.
Failed at: 27/05/2019 04:00 PM

Error Message

. Time In/Out must not overlap with other session for the same day. Failed at: 07/05/2019 02:47 PM

The first step is to identify what day/session this has occurred on. Click on the dropdown arrow and select preview.



Then select the sessions tab and view the actual times to find where its overlapping or where the time in/out are the same:

Example of overlapping:

Preview CCS Submission (Mon 18/02/2019 - Sun 24/02/2019)

General Details | Session

Carer Id: 0205034133

Date	Start Time	End Time	Attended Hours	Is Pre-School Program	Is Transport Only	Fee Charged	Abs. Reason	Actual Times
2019-02-19	09:00:00	17:00:00	8		False	\$78.00		09:00:00 - 15:40:00
2019-02-20	09:00:00	17:00:00	8		False	\$78.00		

Carer Id: 0205034104

Date	Start Time	End Time	Attended Hours	Is Pre-School Program	Is Transport Only	Fee Charged	Abs. Reason	Actual Times
2019-02-21	09:00:00	16:00:00	7		False	\$70.00		09:00:00 - 15:55:00 09:00:00 - 16:00:00
2019-02-22	09:00:00	16:00:00	7		False	\$70.00		09:23:00 - 15:41:00

Close

Detailed

Example of same in/out times:

Carer Id									
0204614152									
Date	Start Time	End Time	Attended Hours	Is Pre-School Program	Is Transport Only	Fee Charged	Abs. Reason	Actual Times	
2019-05-20	16:00:00	18:00:00	2		False	\$23.10			
2019-05-21	16:00:00	18:00:00	2		False	\$23.10		17:20:00 - 17:20:00	
2019-05-22	16:00:00	18:00:00	2		False	\$23.10		18:08:00 - 18:09:00	
2019-05-23	16:00:00	18:00:00	2		False	\$23.10			

Resolution: The error will be via an e-Signature entry. To fix this you will need to delete the incorrect e-Signature entry. From here you have 2 options:

1. Revoke the session report, then sign the child in/out via e-Signature OOPS message.
2. Revoke the session report, then go into Daily Sessions and manually enter in/out times.

For further instructions please see the following tip sheets:

- Deleting an e-Signature Entry (located under e-Signature tile)
- Session Reports with Manual Attendance Times (located under Processing tile)