Elks Financial Reporting System Quick Reference Guide - Error Messages: Reason and Fixes

Category	Message	Reason	Potential Fix
E-mail and Attachments	Your file was missing the required .csv attachment	E-mail sent with no attachment	Resend the e-mail with the correct attachment
E-mail and Attachments	We were unable to process the submitted file	The attachment was not a .CSV file type (Comma Separated Values)	Verify the attachment included in the e-mail is a Comma Separated Values (.CSV) format, and the template format is correct (see the appropriate document for creating the file being sent for instructions on how to save as a CSV file type)
E-mail and Attachments	We were unable to determine the type of file you are submitting	The attachment was a .CSV file but the subject of the e-mail did not indicate the file type	The subject line of the e-mail should read: Lodge #### Actuals, or Lodge #### Budget (where #### is your actual Lodge Number)
Actuals	There is a blank column or missing header in your document	Make sure the headers in the .CSV file are in the first row and there are no empty rows before or after them	Be sure there are no blank rows before or after the headers; if this looks correct, go to the first blank column after the data and delete all columns after that; save the file and resubmit; if the problem continues, contact your State FRS Coordinator for assistance
Actuals	Missing Column nnnn (where nnnn is the missing column name)	Make sure the header names EXACTLY match those for the template	Be sure there are not spaces in header names (or at the end of the name), and the case must match; first column heading is LodgeNumber, second column heading is LodgeGLAccount, third column heading is Date, fourth column heading is Amount
Actuals	Error processing Actual File – Invalid Lodge # xxxx	The Lodge Number in the file is invalid	Update the Lodge Number in the file; be sure it is the same number on every row in the file

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Actuals	Invalid Data in Column Amount	A non-number value exists in the Amount column	Be sure numbers are not in Accounting format in Excel, date columns contain dates, and there are not blank rows at the end of the file; also check headers to be sure they are in the correct order
Actuals	Invalid Data in Column Date	An invalid date was entered in Date column	Be sure date columns contain dates, in the format m/d/yyyy, such as 4/1/2020, and there are not blank rows at the end of the file; also check headers to be sure they are in the correct order
Actuals	Error processing Actual Update for Lodge #### SQL Error Transaction Process ID xxx was deadlocked…	This is a system error due to the system being busy; this is very rare but could happen	Simply resend the e-mail with the attachment; if the message persists 3 times, send an e-mail to your State FRS Coordinator and the FRS Help Desk: FRSHelp@elks.org
Actuals	Error processing Actual File – File is unbalanced	The total of all amounts in the file must equal zero	Make sure debit accounts are positive and credit accounts have a leading "-" sign (negative); check the total of all amounts by summing the Amount column in Excel (do not send the sum – erase it after checking)
Actual	Error processing Actual File - File has data with missing GL Account numbers. Please review the file and fill in the missing GL accounts	Account listed has no number assigned to it	Make sure each account has a 5 digit account number with its description and then resubmit the file

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Budget	There is a blank column or missing header in your document	Make sure the headers in the .CSV file are in the first row and there are no empty rows before or after them	Be sure there are no blank rows before or after the headers, or blank rows at the end of the file (commas but no data); if all this looks correct, go to the first blank column after the data and delete all columns after that; save the file and resubmit; if the problem continues, contact your State FRS Coordinator for assistance
Budget	Missing Column nnnn (where nnnn is the missing column name)	Make sure the header names EXACTLY match those for the template	Be sure there are not spaces in header names (or at the end of the name), and the case must match; first column heading is LodgeNumber, second column heading is LodgeGLAccount, third column heading is FYE, fourth column heading is Version, fifth column heading is Annual (FYE means Full Year Ending and is the four-digit year for March 31 of the budget being submitted; Version is the word Budget, and Annual is the amount in whole dollars (no decimals))
Budget	Error processing Budget File – Invalid Lodge # xxxx	The Lodge Number in the file is invalid	Update the Lodge Number in the file; be sure it is the same number on every row in the file
Budget	Invalid Data in Column Annual	A non-number value exists in the Annual column	Be sure numbers are not in Accounting format in Excel and there are no dollar signs; the amount should be in whole dollars

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Budget	Error processing Budget Update for Lodge #### SQL Error Transaction Process ID xxx was deadlocked…	This is a system error due to the system being busy; this is very rare but could happen	Simply resend the e-mail with the attachment; if the message persists 3 times, send an e-mail to your State FRS Coordinator and the FRS Help Desk: FRSHelp@elks.org
Budget	Error processing Budget File – Negative Budget Amounts for yyyy	FRS only accepts "positive" budgets	Make sure the sum of all budgeted income account amounts is greater than or equal to the sum of all budgeted expense account amounts (individual accounts can be negative)
Budget	Error processing Budget File – Invalid FYE yyyy	An incorrect year was submitted; budgets are only accepted for up to 2 years into the future	Be sure the year is the same on every row, it is valid and four-digits in length; this is the year as of the last day of the Lodge year (March 31); example – budget for 2020-2021 would have an FYE of 2021
Budget	Error processing Budget Import for Lodge #### SQL error Conversion failed when converting date and/or time from character string	The year for the budget MUST be a four-digit year (not 20 or 21, etc.)	Update the year to be four-digits (e.g. 2020, 2021, etc.), save and re-submit
E-mail and Attachments	Your file was missing the required .csv attachment	E-mail sent with no attachment	Resend the e-mail with the correct attachment
E-mail and Attachments	We were unable to process the submitted file	The attachment was not a .csv file type (Comma Separated Values)	Verify the attachment in the e-mail is a Comma Separated Values (.csv) format, and the template format is correct
E-mail and Attachments	We were unable to determine the type of file you are submitting	The attachment was a .csv file but the subject of the e-mail did not indicate the file type	The subject line of the e-mail should read: Lodge #### Actuals (for an Actual file) Lodge #### Budget (for a Budget file) #### is your Lodge Number