Queensland Government

Electricity Rebate ELIGIBILITY VERIFICATION

File Specification

Updated on 25 August 2023

Contents

1. Revision History

Revision	Date	Comments
0.1	28 Mar 2007	Draft
0.2	2 Apr 2007	Incorporate changes from review
0.3	13 April 2007	Add details for export files
0.4	27 April 2007	Add section for encrypted files and file transfer process
0.5	27 April 2007	Incorporate 3.5 changes
0.6	31 March 2008	Provided new info regarding protection and test data
0.7	5 January 2009	Update error message, add 8 digit card number + alpha, update email address
0.8	13 March 2012	Add algorithm, update sample file, update contact information
0.9	17 September 2012	Update s.2.5,s. 3.2, s.3.3, s.4.2 and s.5
1.0	8 January 2014	Update s.4.4 and s.4.6
1.1	9 March 2015	Update s.2.3
1.2	18 April 2016	Update s.4.3
1.3	13 October 2016	Update s.3.2, s.3.3, s.4.2, s.4.3, s.4.4 and s.4.6
1.4	22 August 2017	Update s.1
1.5	12 April 2018	Department name updated
1.6	09 August 2022	Department name updated

2. File Management

Card Services, Smart Service Queensland administer the Seniors Card and Seniors Card +go, on behalf of Department of Child Safety, Seniors and Disability Services (DCSSDS). All enquires are to be directed to Card Services, Smart Service Queensland. Card Services can be contacted on email ERSValidation@smartservice.qld.gov.au

All files containing Seniors data must be password protected.

2.1. File Compression

Files must be in .csv format and be compressed with PEAZIP or compatible software and password protected.

2.2. Password management

Card Services will provide Retailers with the password that will be used on all files (both inbound and outbound).

2.3. Transfer of files

The only method for sending and receiving files is via email.

The standard email addresses to be used are:
- ***ERSValidation@smartservice.qld.gov.au*** Or
- **Testersvalidation@smartservice.qld.gov.au** (for use when testing only)

You must provide Card Services with a ***standard email address*** that will be used for file transfers (inbound and outbound).

Files being sent to the ERSValidation email address must be sent from this ***standard email address***.

Processed files being sent from the ERSValidation email address will be sent to this ***standard email address***.

If you change the standard nominated email address, please contact Card Services for advice.

2.4. Setup and Configuration

To enable emails with password protected attachments to enter the Department, you must provide ***standard email address*** 15 business days before it can be used.

Failure to register your ***standard email address*** in our email system will result in emails being blocked (both inbound and outbound).

Register your standard email address by contacting Card Services, contact details located at s.6 in this document.

2.5. Return time

Please allow 10 working days for your file to be processed.

3. Import File Specification

Import files are generated by third parties who wish to obtain details about the eligibility of a Queensland Government Seniors Card or Seniors Card *+go*. In mid 2008, Card Services upgraded the cardholder database. As a result the naming convention has changed from SCIP to CHIIP (please note the double "i"). If you have any queries, contact Card Services through the ERSValidation email address listed at the end of this document.

3.1. Import File Details

Third parties must produce import files using the following naming convention:

File Name: "CHIIP" + *underscore* + CompanyName + *underscore* + DateFileCreated (YYYYMMDD)

File Extension: "csv"

For example ***CHIIP_ERGON_20070320.csv***

3.2. Import File Structure

The Import file must contain data with a Content Type of:
- text/plain (recommended) or
- application/vnd.ms-excel

The export file contains 3 columns of data, each column is separated by a comma.

Column 1	Card Number	The 7 or 8 digit Seniors Card number
Column 2	FirstName or Initial	The first name or the first initial of the senior
Column 3	Surname	The surname of the senior

The file must contain 1 or more lines as described below. Each line must be separated by a line feed & carriage return. It is not necessary to insert a line feed/carriage return after the last record in the file.

Line 1	Header	Card (space) Number,FirstName,Surname
Line 2+	Data	[Seniors Card Number], [First Name or initial], [Surname]

3.3. Sample File

*********** *Start of File* *************

Card Number	Firstname	Surname
10025970	Test	Subject
10026496	B	Moon
10038839	Pink	Rainbow
10046050	A	Car
10050563	Teal	Chair

*********** *End of File* *************

There is no row limit for Import and export files.

4. Export File Specification

Export files are generated by the CHIIP System as a result of loading a .csv Import file. These files contain the results, whether successful or unsuccessful, from the corresponding Import file.

4.1. Export File Details

Card Services will produce export files using the following naming convention:

File Name: "CHIIP" + *underscore* + CompanyName + *underscore* + DateFileCreated (YYYYMMDD)" + *underscore* + "RESULTS"

File Extension: "csv"

For example ***CHIIP_ERGON_20070320_RESULTS.csv***

4.2. Export File Structure

The Export file contains data with a Content Type of "application/vnd.ms-excel".

The export file contains 7 to 8 columns of data, each column is separated by a comma.

Column 1	Card Number	The 7 or 8 digit Seniors Card number
Column 2	FirstName or Initial	The first name or initial of the senior
Column 3	Surname	The surname of the senior
Column 4	Active	True if the Seniors Card is active.
Column 5	EFCD	Eligible For Concession Date (dd/mm/yyyy) – when the senior was eligible for concessions.

Column 6	Errored	True if the provided details from the import file produced an error. False if no error occurred.
Column 7	Error	If Errored = True, displays the reason for the error. Blank if no error occurred.
Column 8	No title	Will contain the message "first name and surname incorrect" if the message "Card number" has been displayed in column 7.

The export file will consist of 2 or more lines as described below.

Line 1	Header	Card Number,Firstname,Surname, Active,EFCD,Errored,Error [this will be in a csv file and not displayed with commas]
Line 2+	Data	Data to be processed into the third party vendors system

4.3. Interpreting the data

- A senior is eligible for concession if "Active" = True and "Errored" = False. Concessions should be applied from the date in "EFCD" column (EFCD = Eligible For Concession Date).

- If an "EFCD" date does not appear no further concessions should be applied. Refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Child Safety, Seniors and Disability Services and your company for further information. Alternatively, you can contact Card Services on email ERSValidation@smartservice.qld.gov.au for more information.

- If a seniors record displays "Active" = False and "Errored"= False this means that the card is no longer active. Refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Child Safety, Seniors and Disability Services and your company for further information.

- If the Error Description: Card details did not match appears this may mean: card error, data anomaly, data inconsistency or card does not match the first name;

- If the Error Description: First name did not match appears this means the database recognises the card number and surname, but does not recognise the first name or initial. This may appear for the following reasons: spelling error, first and middle names are displayed, joint names are displayed or the wrong name against card number.

- If the Error Description: Surname did not match appears this means the database recognises the card number and first name but does not recognise the surname. This may appear for the following reasons: spelling error, hyphen or apostrophe does not exist on Card Services file or vice versa, wrong name against card number.

- If the Error Description: Card number, first name and surname did not match appears this means the database has not been able to find a match on any of the three columns of data supplied.

- A processed record is deemed successful if "Active" = True and "Errored" = False. This means the seniors First Name, Surname and Seniors Card number are an exact match with the CHIIP System.

If the record is successful, further information determining eligibility for concessions will be provided.

4.4. Possible errors and descriptions

A processed record is unsuccessful when "Errored" = "True". The reason for an unsuccessful record is described in the "Error" column.

Possible errors are as follows:

Problem	Error Description
Seniors Card number incorrect	INFO: Card details did not match
First Name or initial incorrect	INFO: First name did not match
Surname incorrect	INFO: Surname did not match
Seniors Card number, First Name and Surname incorrect	INFO: Card number, first name and surname did not match

4.5. Verification of unmatched errors

Please refer to Schedule 3 of the Electricity Rebate Agreement between the Department of Child Safety, Seniors and Disability Services and your company.

4.6. Sample File

*********** *Start of File* *************

Card Number	Firstname	Surname	Active	EFCD	Errored	Error	
10025970	Test	Subject	FALSE		TRUE	First name did not match	
10026496	B	Moon	FALSE		TRUE	Surname did not match	
10038839	Pink	Rainbow	FALSE		TRUE	Card	

						details did not match	
10046050	A	Car	FALSE		TRUE	Card number	first name and surname did not match
10050563	Teal	Chair	TRUE	18/06/2011	FALSE		

*********** *End of File* *************

If outcome of search indicates that the senior does not exist, review spelling of name, remove any spaces between letters that should not be there and ensure that the Senior Card number is typed correctly. If a mistake is found in one of these fields, please add corrected request to the next import file.

5. Algorithm

In 2008, Card Services started printing 8 digit card numbers. Therefore:
- Seniors Card issued prior to 11 June 2008, will contain 7 digits ,
- Seniors Card issued after 11 June 2008 will contain 8 digits.

5.1. How do you test the algorithm?

7-digit card numbers:
use this algorithm to confirm that it is a correct card number and check digit.

Example:
Card Number: 5343506
Each digit has a
weighting.

    29 * 5 = 145
    23 * 3 = 69
    19 * 4 = 76
    17 * 3 = 51
    13 * 5 = 65
    11 * 0 = 0

Total   = 406
Divide 366 by 10 = 40.6   Remainder = 6 ***the check digit / last digit of card number

8- digit card numbers:

use this algorithm to confirm that it is a correct card number and check digit.

Example:
Card Number: 10000036
Each digit has a
weighting.

29 * 1 = 29
23 * 0 = 0
19 * 0 = 0
17 * 0 = 0
13 * 0 = 0
11 * 0 = 0
 9 * 3 = 27

Total   = 56
Divide 56 by 10   = 5.6   Remainder = 6 ***the check digit / last digit of
card number

5.2. Card Types

Department of Child Safety, Seniors and Disability Services manages a number of cards.

They include the:
- Seniors Card;
- Seniors Card +*go*;
- Seniors Business Discount Card;
- Carer Business Discount Card; and
- Companion Card (QLD).

5.3. Which cards are eligible?

The only cards eligible to claim an electricity concession are the:
- Seniors Card; and
- Seniors Card +*go*

Both of these cards have either a 7 or 8-digit number.

6. Contact Details

All enquiries should be directed to Card Services, Smart Service Queensland, on ERSValidation@smartservice.qld.gov.au