# Global Catalog Provider Manual

10/3/2014

# Table of Contents

## Signing on to the System

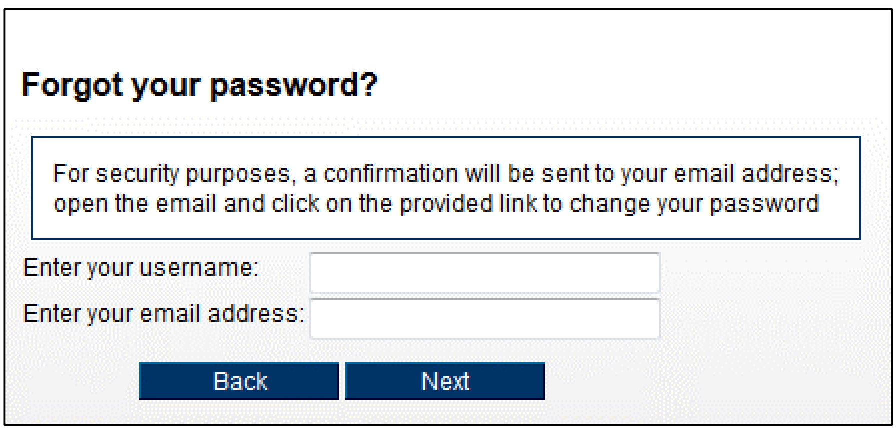
Login IDs and initial passwords will be provided to each user by the *CPEtracking* administrator from NASBA.

Once the login screen is displayed:

- Type your assigned user name in the **Login ID** field.
- Type in your password.
- Click the Login button to enter the system.

## Forgot Password

- If you have forgotten the password for your account, click the *Forgot your password?* link.



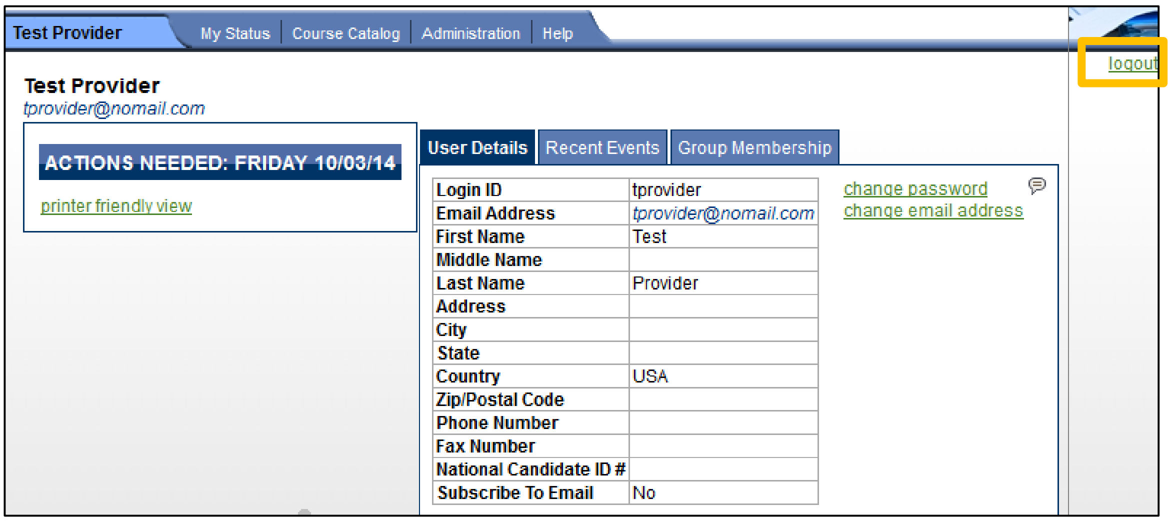

- Enter your **email address** in the field provided.
- If the email address cannot be validated, you will need to contact NASBA for assistance (see Phone or Email Assistance on page 28).
- If both pieces of information can be validated, you will receive a confirmation email to the address specified.
    - Click on the link provided in the email to change your password.

# Logging out of the System

Regardless of the screen that you are working in, the link to logout appears at the top right of the screen.

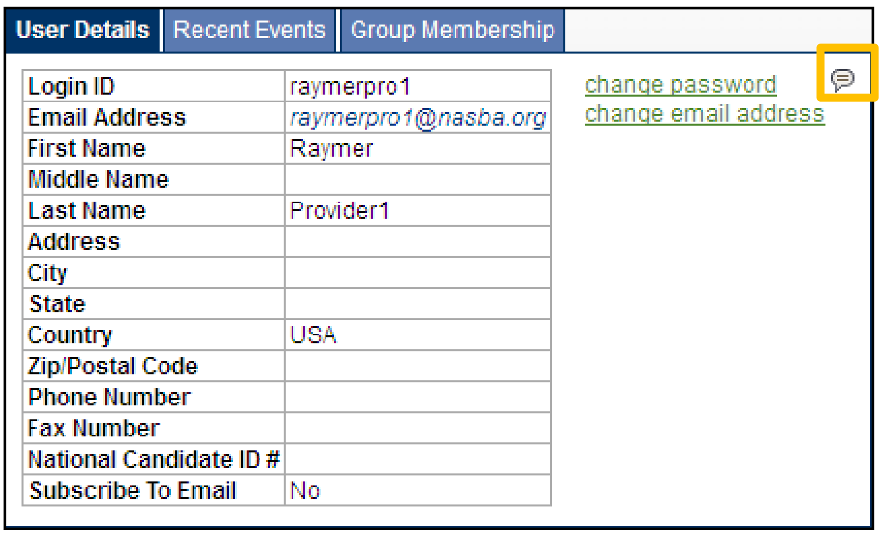
In order to log out of the system:

- Click the logout link to return to the log in screen.



# Navigating *CPEtracking*


The Help tab is available regardless of what screen you are using. It is screen specific, only giving information for the screen you are currently viewing.




Throughout *CPEtracking* there are callout icons. Clicking on these icons will provide additional information about the tools on this screen.

Links appear throughout *CPEtracking* screens. Clicking on these phrases or commands highlighted in green and underlined will allow you to perform additional functions on the screen you are currently viewing.

If you move your mouse over text that appears in **blue** and it changes from your mouse pointer to a hand tool, you can click on that text to view more details or make changes. E-mail addresses are the exception. Clicking on an e-mail address in blue will launch your organization's e-mail program and populate that e-mail address in the To: field of the new e-mail message.

In search list results (i.e., lists of jurisdictions or courses), if you click column titles that appear in **blue**, this will sort the column below the text in ascending or descending order.

Where dates are required, the format is a two digit month and date with a four digit year (MM/DD/YYYY).

To designate information that is required, the field title will appear in **red** or be followed by an asterisk (*).

## Overview of Major Tabs


There are four major tabs that appear across the top of *CPEtracking* at all times. You can move between them by clicking on the tab name.

**My Status** This tab contains information about the user such as user details, recent events, and group membership.

**Course Catalog** This tab allows providers to search the course catalog and offers a listing of all of the courses and attendance submitted for your company.

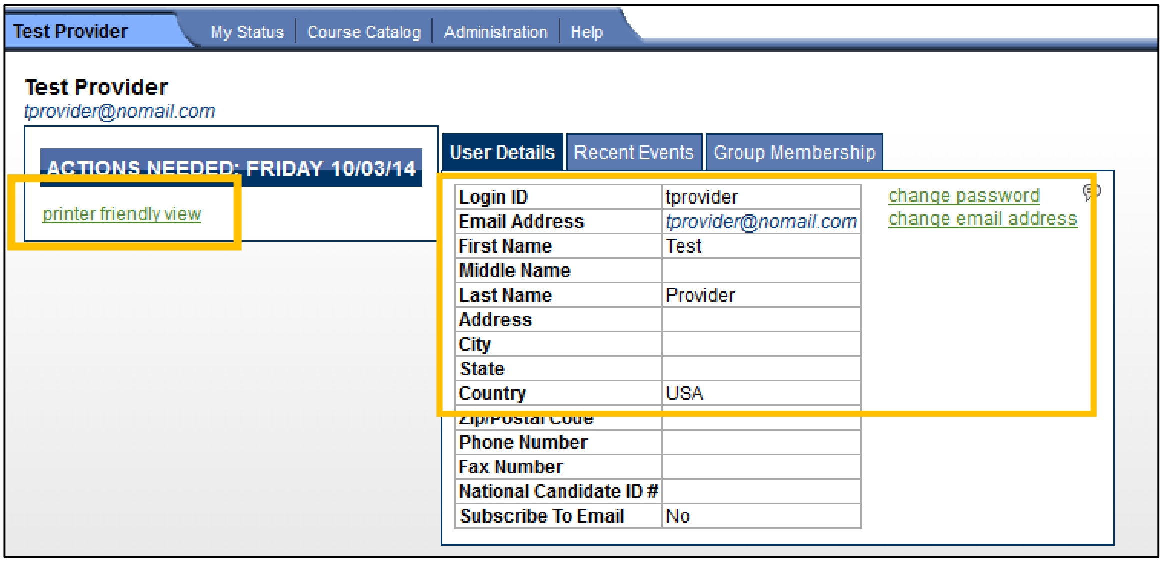
**Administration** This tab allows administrators to view feed errors.

**Help** This tab contains additional helpful information about the content of the screen that the user is currently viewing.

Each major tab and its functions will be considered in subsequent sections.

# My Status Tab

Once logged in to the system, the My Status page will display.  You will see your name and e-mail address to the top left of the screen.  The Actions Needed frame appears on the left side of the screen.




You will see three sub-tabs:  User Details, Recent Events, and Group Membership.

## User Details

This page allows you to view your contact information (name, address, etc.) and to edit select information.

- Click the User Details tab.


| | |
|---|---|
| Login ID | raymerpro1 |
| Email Address | *raymerpro1@nasba.org* |
| First Name | Raymer |
| Middle Name | |
| Last Name | Provider1 |
| Address | |
| City | |
| State | |
| Country | USA |
| Zip/Postal Code | |
| Phone Number | |
| Fax Number | |
| National Candidate ID # | |
| Subscribe To Email | No |

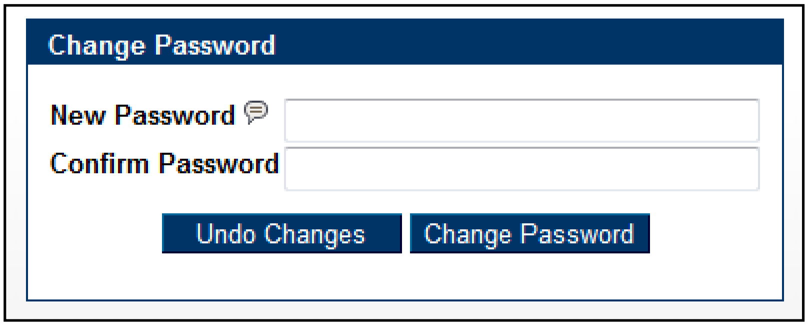
You can view your current login ID, e-mail address, name, address and phone/fax numbers.

Other than e-mail and password, you cannot edit your other personal information. Please contact NASBA if any of this information needs to be changed.

The two links to the right of your information allow you to make changes to either your password or your email address.

**Change Password:** Allows you to change your login password.  You can only enter a new password. The system does not allow you to view the previous password.

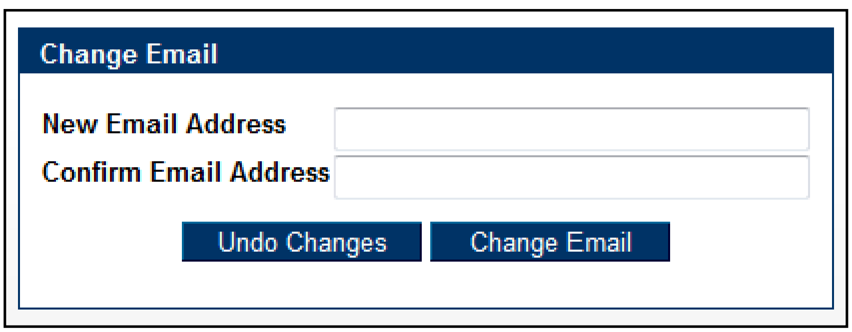
- Click the change password link.




- Type your new password in the **New Password** field.
- Type the same new password in the **Confirm Password** field.
  *NOTE: Passwords must be at least nine (9) characters long, contain no spaces, and contain at least three of the four following groups: numbers, lowercase letters, uppercase letters and special characters.*
- The password will be masked as you type it.
- Click Undo Changes to clear both fields.
- Click Change Password to complete the change. The system will return to the My Profile screen.

**Change Email Address:** Allows you to edit or update the email address on record.

- Click the change email address link.

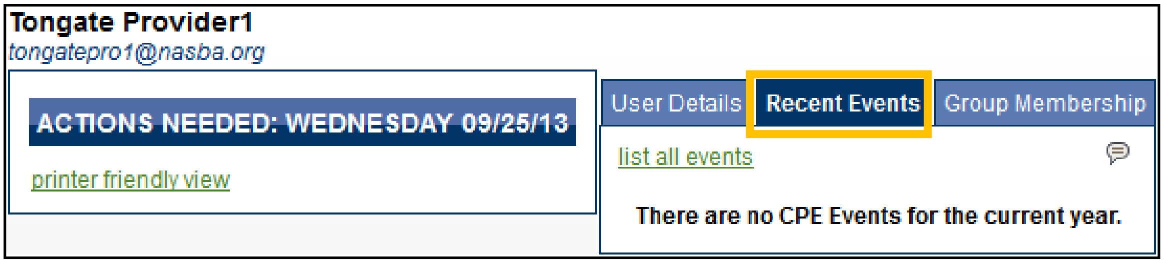



- Type your new email address in the **New Email Address** field.
- Type the same new password in the **Confirm Email Address** field.
  *NOTE: The system will not permit you to enter an e-mail address that is already in use.*
- Click Undo Changes to clear both fields.
- Click Change Email to complete the change. The system will return to the My Profile screen.

**Correct Other Information:** If any of your other profile details are incorrect, please contact NASBA to correct.

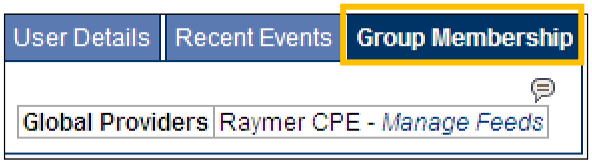
## Recent Events

This tab will be blank for provider users – it is for users tracking their personal CPE within *CPEtracking*.



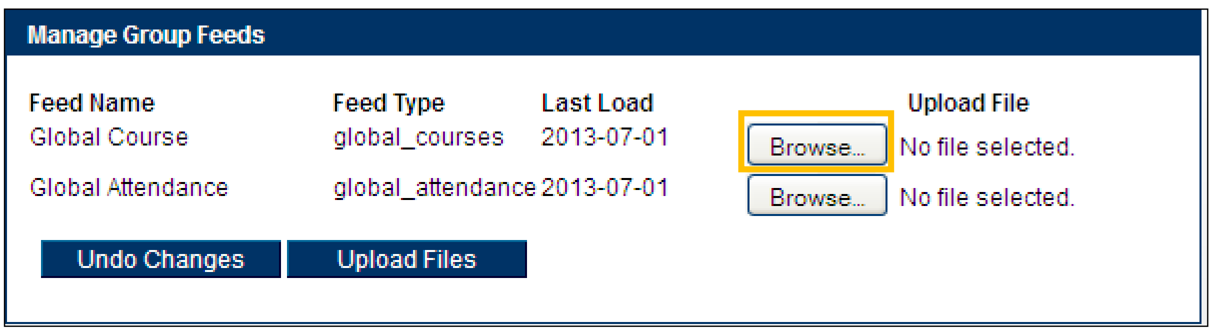
# Group Membership

This tab shows you which provider group is assigned to your account. This information is entered when your user ID is created in the system. This tab will also be used to upload new course and attendance feeds into *CPEtracking*.

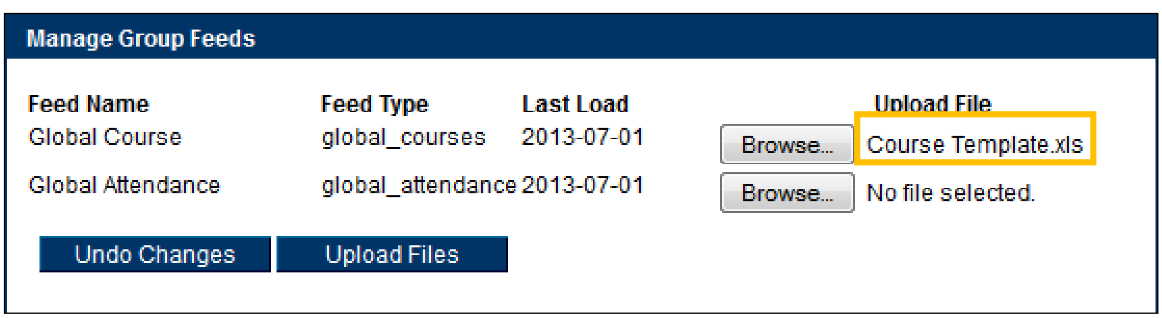



## Upload Courses and Attendance

- Select the *Manage Feeds* link next to your group name.
  - This feed is divided into 2 groups and each is named after the type of data they contain: Course and Attendance.




- Click the **Browse** button next to the type of feed that you want to upload.
  - This will open a dialog box for the local drive on your computer.
  - Select the file that you wish to load and Open that file.
  - The file selected is now listed next to the feed in the **Upload File** field.




- Click Undo Changes to return the **Upload File** field to its original value or Upload Files to upload the file to the Course Catalog.
- You will receive a notice that an attachment has been created

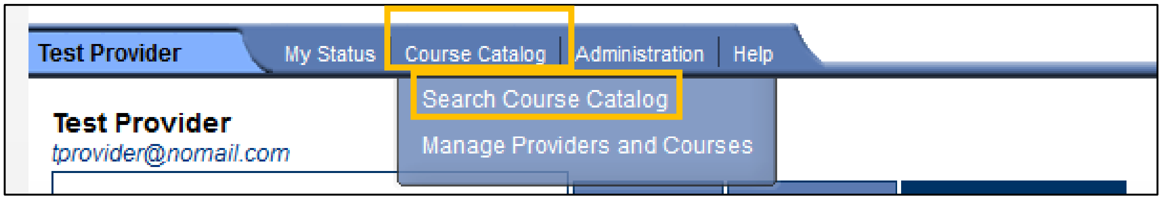
```
Created attachment: 1374244281_3_Course Template.xls
Created attachment: 1374244281_3_Attendance Template.xls
```

click here to continue

- The date under “**Last Load**” will change to reflect the most recent date that the file type was loaded.
- You may load a course file and an attendance file at the same time. Course files will always load first and Attendance files will load last.
- The system checks at fixed intervals for new files to load into the system and processes those.

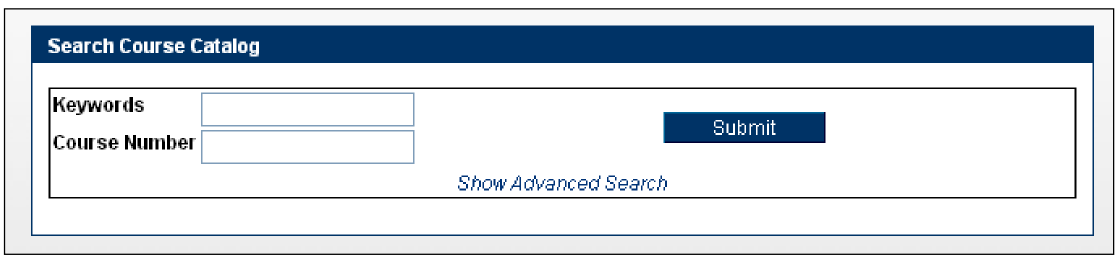
# Course Catalog

Provider courses that have been uploaded into *CPEtracking* may be viewed by using the Course Catalog.  Provider users may alter any course information in the catalog.

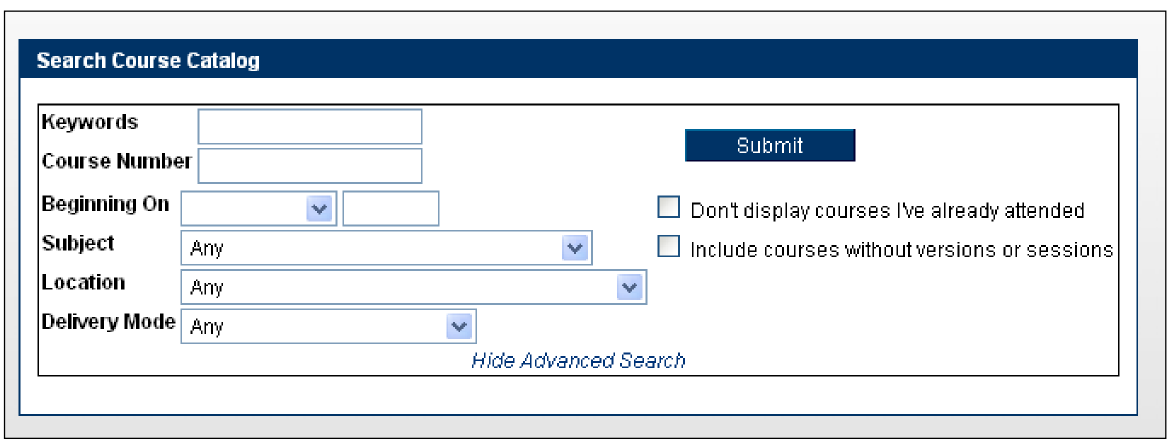



## Search Course Catalog

- Select Search Course Catalog under the Course Catalog tab.




- If more search options are desired, click the *Show Advanced Search* link.




- Click Submit to view all courses in the course catalog OR

*NOTE:  If you are looking for a particular course (or for particular kinds of courses), your search can be narrowed by using any one or a combination of the fields in the Search Course Catalog box.*

- Type in any letter(s) that may be in the course information in the **Keywords** field.
- Type in the course number in the **Course Number** field.
- Select the month the course occurred from the drop down list in the **Beginning On** field.
- The default year in the **Beginning On** field is the current year. You can remove the year to search all years or type the four digit year desired in the field to the right of the month dropdown field.
- Choose a particular subject area (field of study) from the drop down list in the **Subject** field.
- Choose a state or province where the course was held from the drop down list in the Location field.
- Choose a delivery method (group internet based-live, group-live, interactive self-study, non-interactive self-study) from the drop down list provided in the **Delivery Mode** field.
- Click the box beside "Don't display courses I've already attended" to remove those courses from the results.
- If you want to include incomplete courses (where no versions or sessions have been created), click the box beside "Include courses without versions or sessions".
- Click Submit.

**Search Results**

Number of matches: 6214

| Number | Title | Provider | Delivery Mode | Location | Date | Subject |
|---|---|---|---|---|---|---|
| 007 | 2006 Accounting and Auditing Update | New York State Society of CPAs | Interactive Self-Study | | 08/01/2006 - 08/01/2006 | Accounting |
| 007 | 2006 Accounting and Auditing Update | New York State Society of CPAs | Group-Live | New York, New York | 07/17/2006 - 07/17/2006 | Accounting |
| 244 | A Complete Guide to the Administration of Trusts and Estates | Surgent McCoy CPE, LLC | Group-Live | | 08/10/2007 - 08/10/2007 | Auditing |
| 244 | A Complete Guide to the Administration of Trusts and Estates | Surgent McCoy CPE, LLC | Group-Live | | 05/24/2007 - 05/24/2007 | Auditing |
| 244 | A Complete Guide to the Administration of Trusts and Estates | Surgent McCoy CPE, LLC | Group-Live | Pittsburgh, Pennsylvania | 06/05/2008 - 06/05/2008 | Accounting |
| [illegible] | [illegible] | New York State Society of CPAs | Group-Live | New York, New York | [illegible] | Management Advisory Services |
| 270 | A Hands-on Guide to Compliance Auditing | Loscalzo Associates | Group-Live | | 06/02/2007 - 06/02/2007 | Auditing |
| CELT | A Matter of Integrity: CPA Ethics & Leadership Today | Business Learning Institute | Group-Live | Bethesda, Maryland | 10/24/2007 - 10/24/2007 | Regulatory Ethics |
| CELT | A Matter of Integrity: CPA Ethics & Leadership Today | Business Learning Institute | Group-Live | Bethesda, Maryland | 02/13/2007 - 02/13/2007 | Regulatory Ethics |
| 247 | A Practical Guide to Trusts | Werner, Rocca and Susman Seminars, Ltd. | Group-Live | | 05/24/2007 - 05/24/2007 | Tax |
| 166 | A Practitioners Guide to Assisting Clients When Buying or Sellin | Werner, Rocca and Susman Seminars, Ltd. | Group-Live | | 04/05/2007 - 04/05/2007 | Accounting |
| 193 | A Practitioners Guide to IRAs and Qualified Retirement Plans | Werner, Rocca and Susman Seminars, Ltd. | Group-Live | | 04/16/2007 - 04/16/2007 | Tax |
| 15 | A Tax Practitioner's Guide to Accounting and Reporting Issues | Loscalzo Associates | Group Internet-Based Live | | 01/25/2007 - 01/25/2007 | Accounting |
| 203 | A Tax Practitioners Guide to Compensation Planning | Werner, Rocca and Susman Seminars, Ltd. | Group-Live | | 04/21/2007 - 04/21/2007 | Tax |
| 123 | Accounting 101 | AICPA | Group-Live | | 10/01/2006 - 10/01/2006 | Administrative practice |
| 123 | Accounting 101 | AICPA | Group-Live | Tampa, Florida | 05/28/2007 - 05/29/2007 | Accounting |
| 123 | Accounting 101 | AICPA | Group-Live | Nashville, Tennessee | 05/31/2007 - 06/01/2007 | Accounting |
| 3 | Accounting and Auditing Update | Loscalzo Associates | Group Internet-Based Live | | 01/26/2007 - 01/26/2007 | Accounting |
| 96 | Accounting and Reporting Practices of Not-for-Profit Organizatio | AICPA | Group-Live | | 02/16/2007 - 02/16/2007 | Accounting (Governmental) |
| 15-748 | Accounting for 2007 | SMARTP | Group-Live | Nashville, Tennessee | 08/05/2006 - 08/06/2006 | Accounting |

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | More... Next

*NOTE: Unlike the sample screenshot, you will only see courses where you are the provider – you cannot view any other provider's courses or attendance.*

Search results are listed by:

- Course number
- Title
- Provider
- Delivery Mode

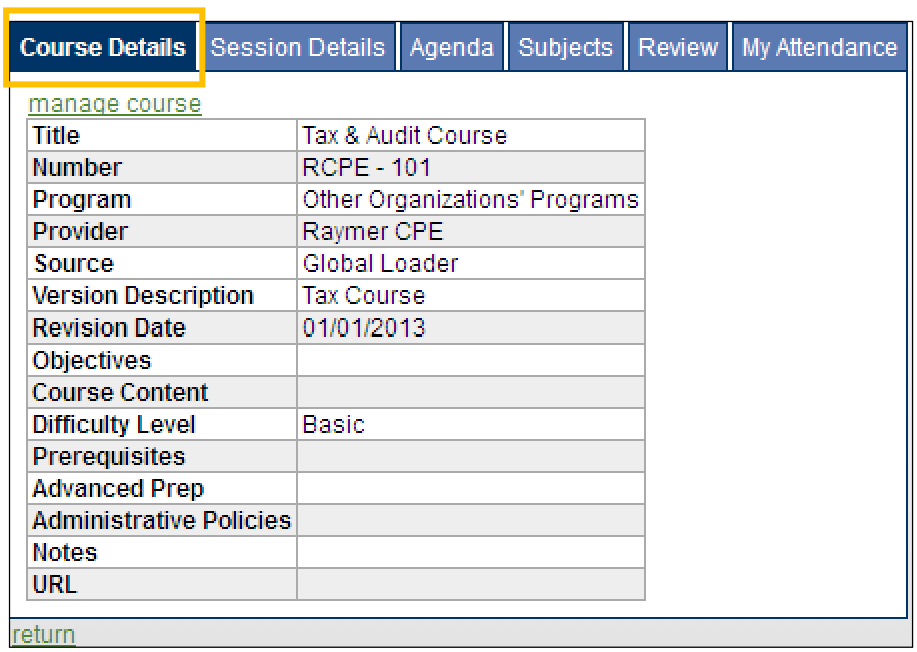
- Location
- Date
- Subject

## Sorting Results

- Click on a blue column title to view results in ascending/descending order.
- Click on the page numbers at the bottom left of the screen to view additional pages of results or click Next in the bottom right of the screen.

## Course Details

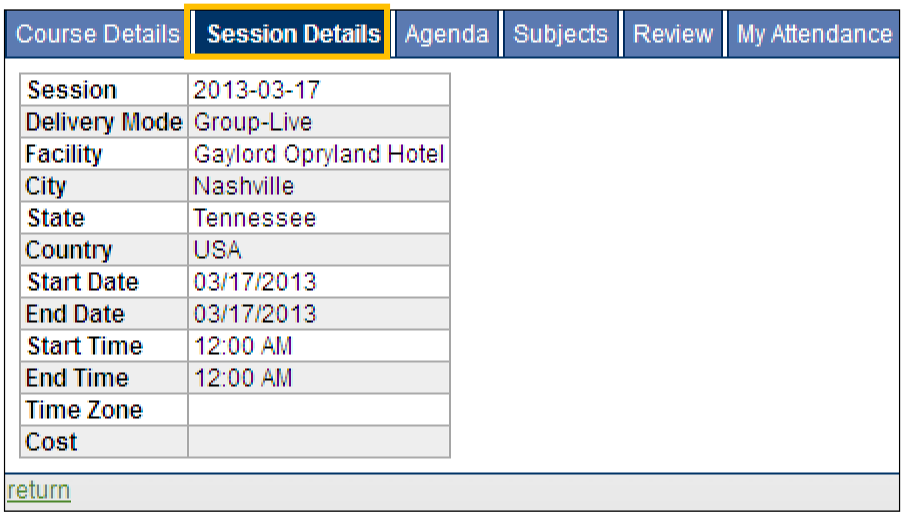
- Click on the course number in blue to the left of the course title.
- The system displays the course information by different tabs.
- The Course Details tab provides general information about the course including the Title, Course Number, Program Type, Provider, Version Description, Revision Date, Objectives, Course Content, Difficulty Level, Prerequisites, Advanced Preparation, Administrative Policies, Notes and URL. The information is created when the course file is uploaded.



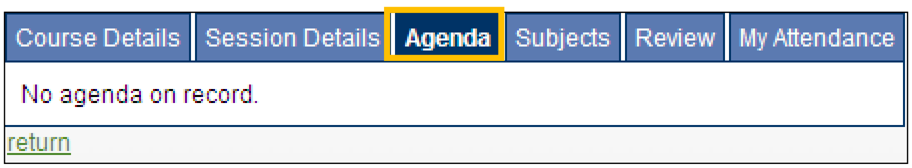

| | |
|---|---|
| Title | Tax & Audit Course |
| Number | RCPE - 101 |
| Program | Other Organizations' Programs |
| Provider | Raymer CPE |
| Source | Global Loader |
| Version Description | Tax Course |
| Revision Date | 01/01/2013 |
| Objectives | |
| Course Content | |
| Difficulty Level | Basic |
| Prerequisites | |
| Advanced Prep | |
| Administrative Policies | |
| Notes | |
| URL | |



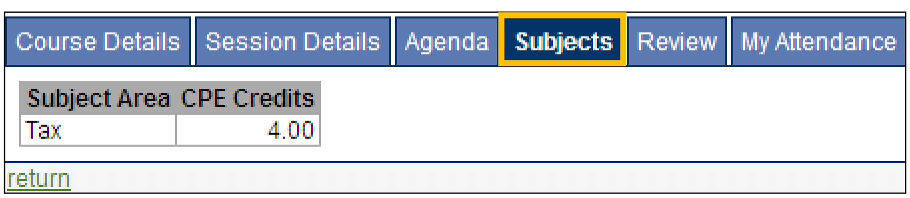
- Courses may have multiple sessions – the session information contains the date, time, delivery method, and location of the course for the session selected. The information is created when the attendance file is uploaded.



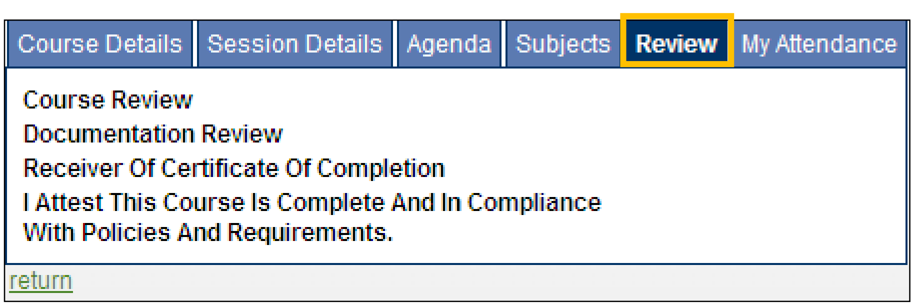

- The agenda details the schedule for the day(s) of the course. This tab will be blank for courses uploaded.




- The Subjects tab displays the subject areas included in the course and the amount of CPE credit for each. This information is created when the course and attendance files are uploaded.



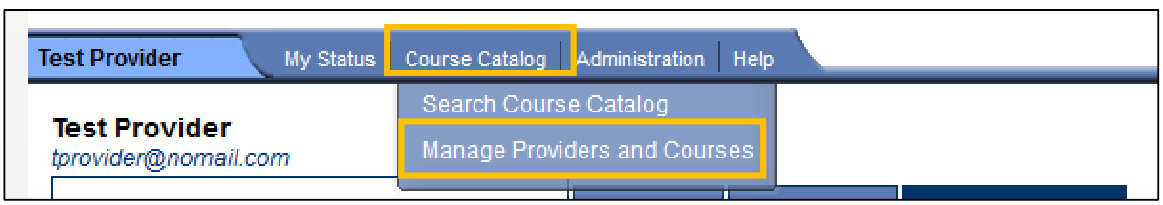

- If a course is reviewed by additional parties besides the person creating the course, that information is listed on the Review tab. This tab will be blank for courses uploaded.



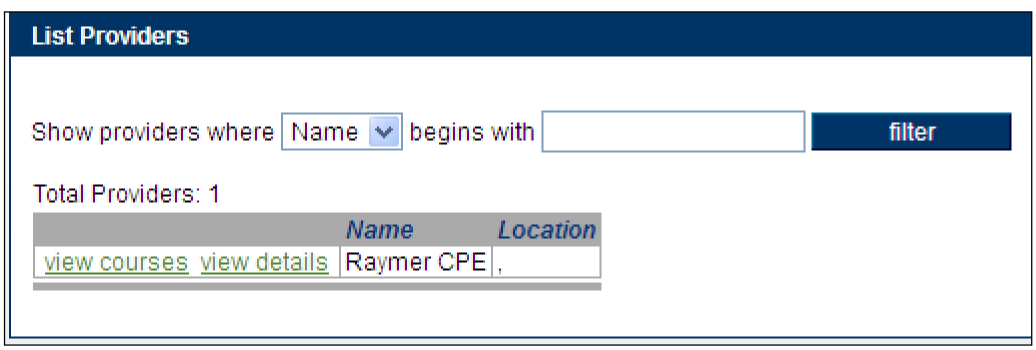
- The My Attendance tab allows you to view your own attendance on the course. This tab will only display information if you were an attendee on the attendance file uploaded for the course.


## Manage Providers and Courses

This is an alternate method for searching for courses created under your provider record. You can also view information on your provider details.



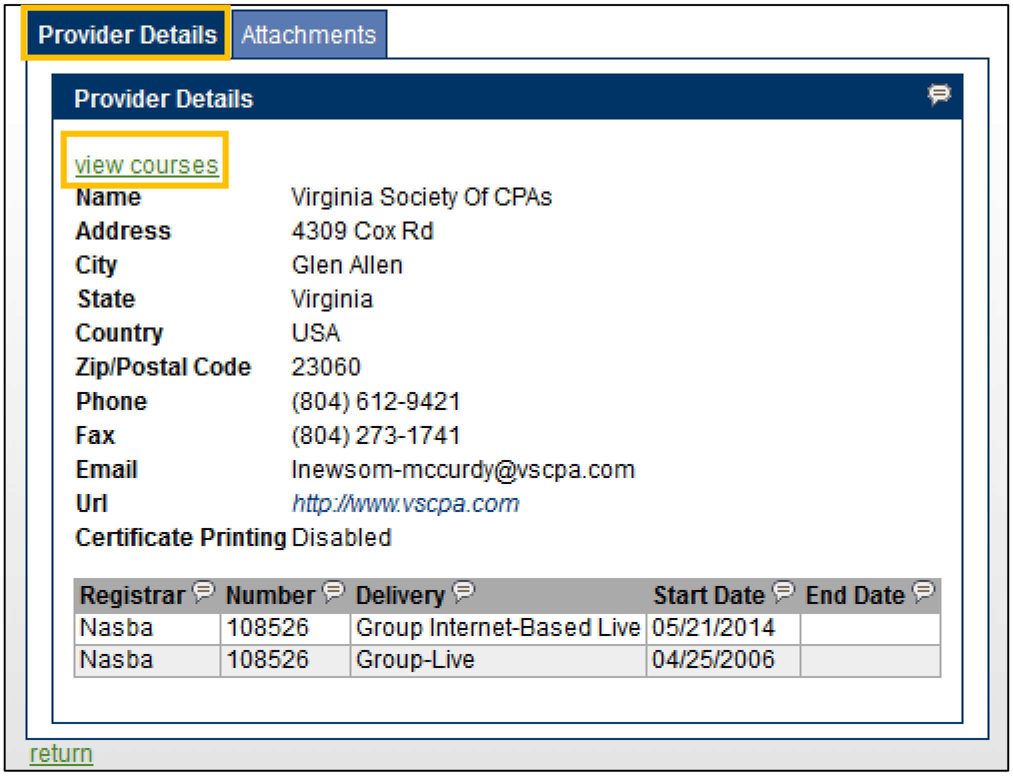

- Click on Manage Providers and Courses on the Course Catalog tab.




- Only your provider will be displayed.
- Your provider Name and Location are displayed.

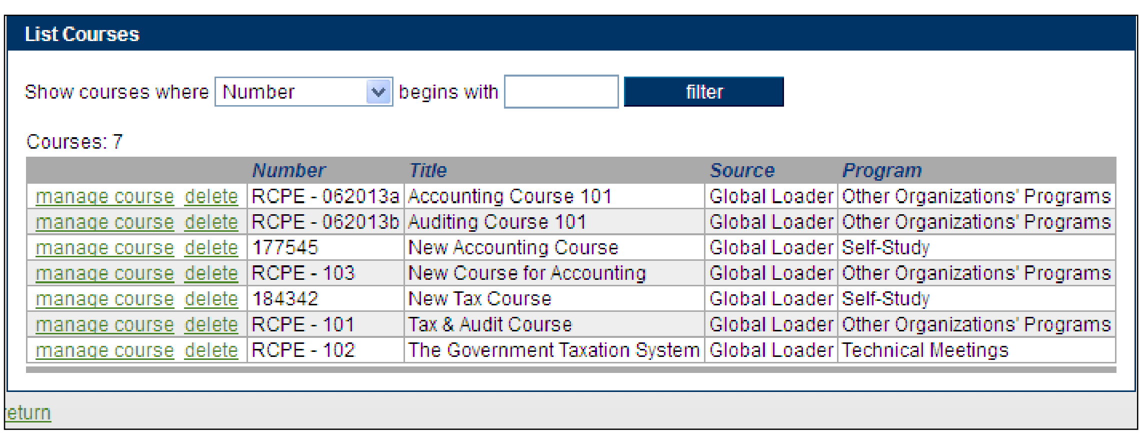
## View Details

- Click view details next to the desired provider.




- The provider's name, address, e-mail address and web address are listed along with any NASBA registry number, approved delivery methods and start date of that method's approval.
- Click on the Url address in blue to go to the provider's internet website.

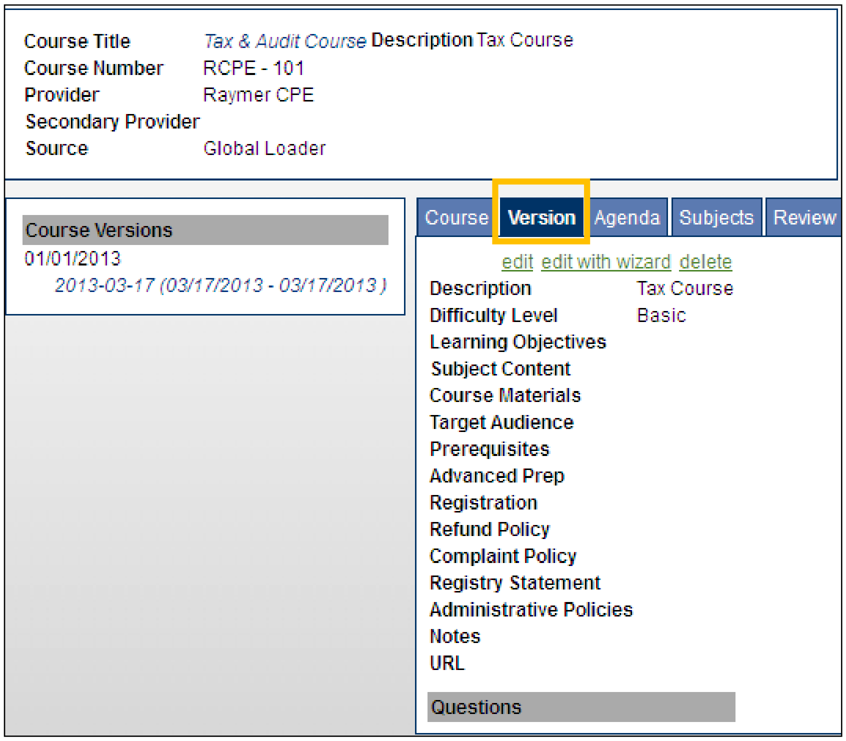
- **View Courses:** displays all of the courses in the course catalog for the selected provider.
  - Click view courses.



- A list of all courses for that provider will be displayed. The course number, title and program type are listed for each course.
- The list can be sorted in ascending or descending order by clicking on the column title in blue.
- To filter the list by Number, Title or Program Name, choose the desired criteria from the drop down menu in the "Show courses where…" field.
- To filter the list further, type in the numbers or letters to search for in the "begins with" field.
- Click the filter button to view the results of your search.

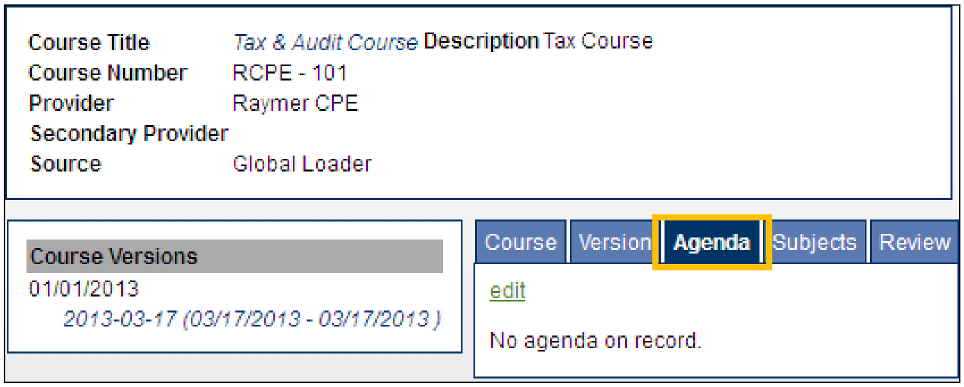
* **Manage Course:** Allows you to view all of the details of the course, its versions, sessions and attendance in a tabbed format.
  **NOTE:** Any edits or deletions made to course or attendance information can be overwritten by subsequent course/attendance uploads if the file(s) are not updated.
  - Click manage course.

  - ***Version tab:*** The course defaults to the version tab. This tab displays the description, difficulty level, learning objectives, subject content, prerequisites, advanced preparation, administrative policies, notes, and URL uploaded from the course file.
  - You may edit any information uploaded incorrectly or delete the course version information from this tab.
  - If the same changes are not made in your database, any changes made within *CPEtracking* will be overwritten by your feeds.
  - **NOTE:** If the version on a course is deleted, all associated sessions and attendance will also be deleted!

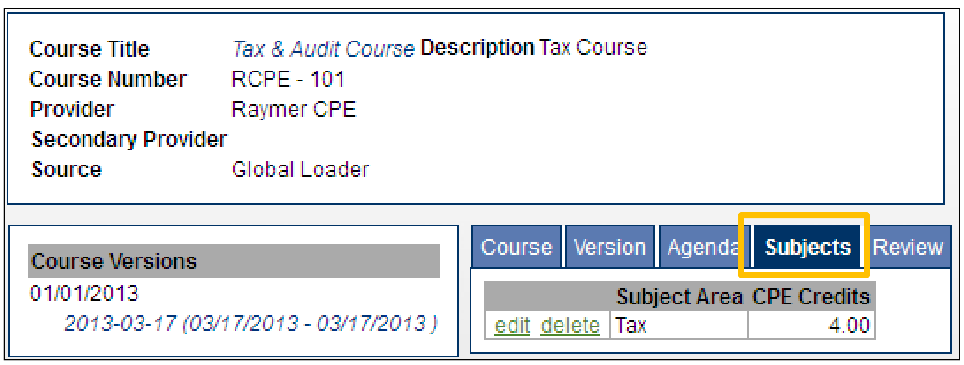



- ***Course tab:*** This tab displays the title, number, program type, provider, and description of the course uploaded from the course file. You may edit any information uploaded incorrectly or delete the course from this tab.
- If the same changes are not made in your database, any changes made within *CPEtracking* will be overwritten by your feeds.

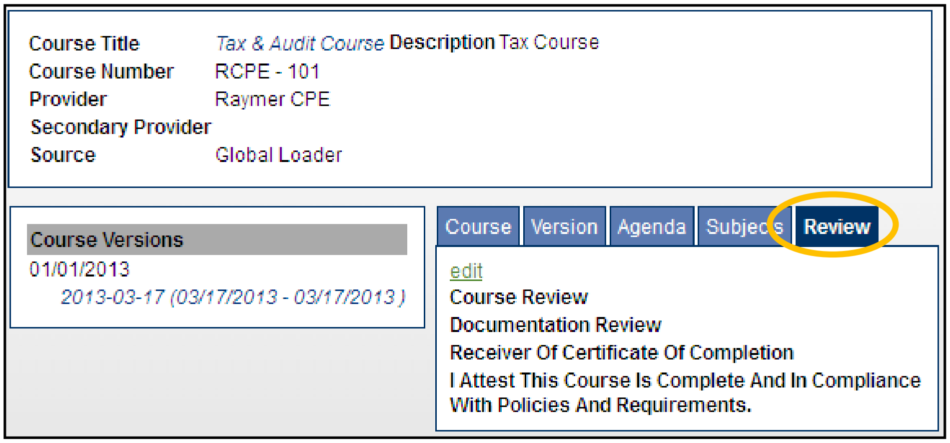

- ***Agenda tab:*** The agenda details the schedule for the day(s) of the course. This tab will be blank for courses uploaded.



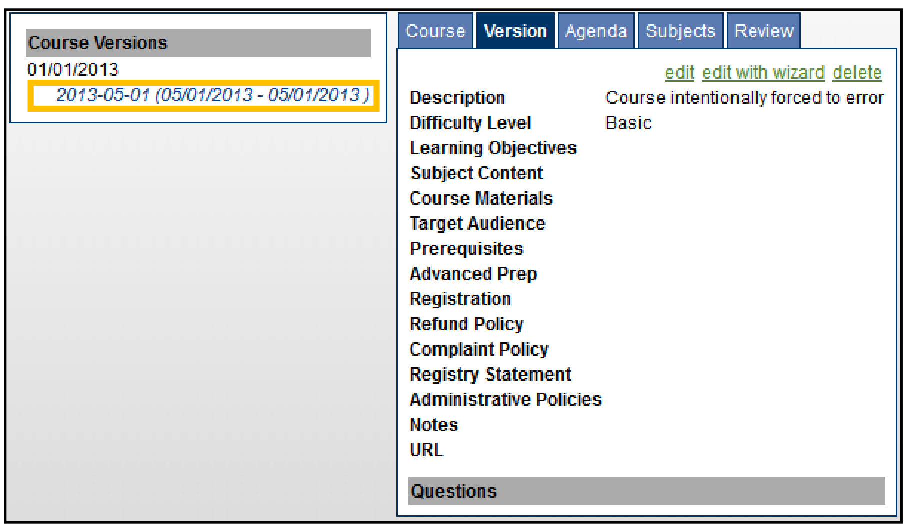

- *Subjects tab:* The Subjects tab displays the subject areas included in the course and the amount of CPE credit for each. This information is created when the course and attendance files are uploaded. You may edit any information uploaded incorrectly or delete any subject from this tab.
- If the same changes are not made in your database, any changes made within *CPEtracking* will be overwritten by your feeds.



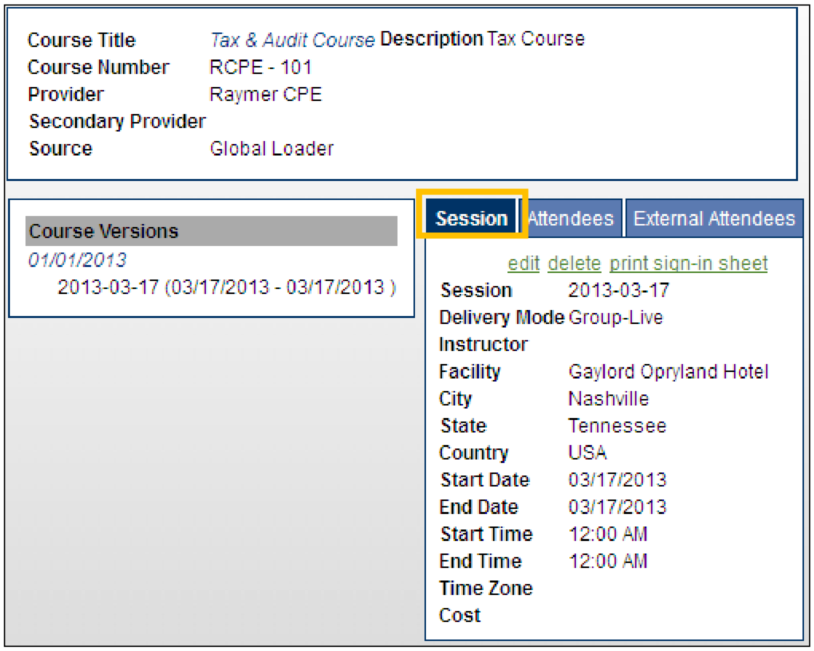

- *Review tab:* If a course is reviewed by additional parties besides the person creating the course, that information is listed on the Review tab. This tab will be blank for courses uploaded. You may edit any information concerning the review of the course from this tab.



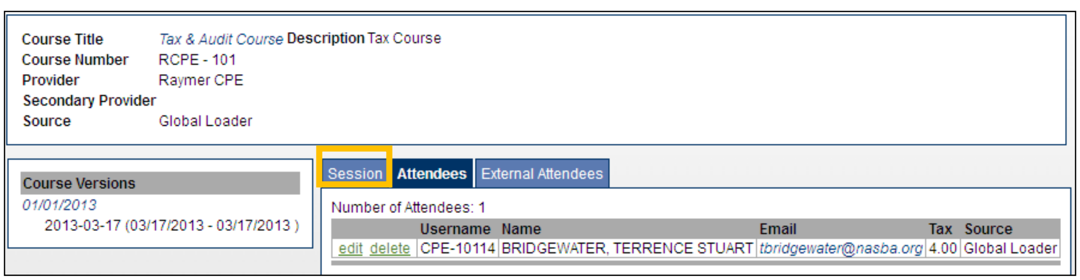

- **Manage Session:** Allows you to view all of the details of the session of a course in a tabbed format.
  - Course sessions are listed in ascending date order below the Course Version date.



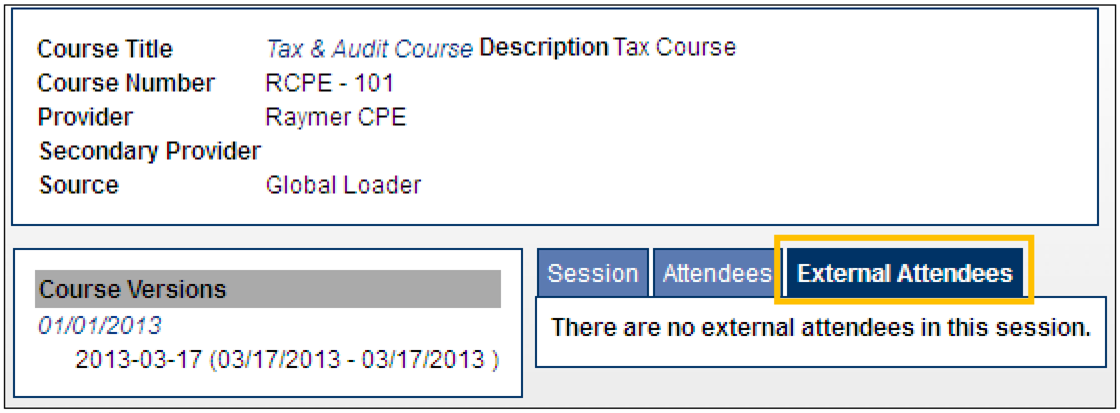

  - Click on the course session date in blue to view the detail of that session.
  - ***Session tab:*** This tab displays the details of the course session including delivery method, location, date, and time uploaded from the attendance file. You may edit any information uploaded incorrectly or delete the session from this tab.
  - If the same changes are not made in your database, any changes made within *CPEtracking* will be overwritten by your feeds.



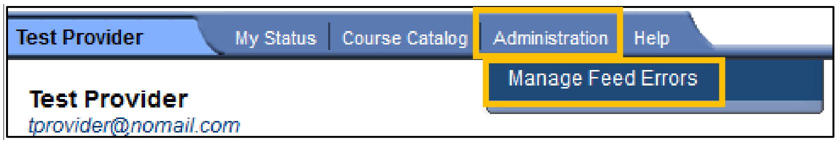

- ***Attendees tab:*** This tab lists all attendees that were uploaded from the attendance fie into the session along with the subject and credit amount received for the course. You may edit the credit amount uploaded for an attendee or delete the attendee's record from this tab.
- If the same changes are not made in your database, any changes made within *CPEtracking* will be overwritten by your feeds.
- To add new attendees to the course session, you must upload the information in a new feed.




- ***External Attendees tab:*** This tab lists attendees of the course who do not contain a user record in *CPEtracking*. This tab will be blank for courses uploaded.


Course Title Tax & Audit Course Description Tax Course
Course Number RCPE - 101
Provider Raymer CPE
Secondary Provider
Source Global Loader
Course Versions
01/01/2013
2013-03-17 (03/17/2013 - 03/17/2013 )
Session
Attendees
External Attendees
There are no external attendees in this session.

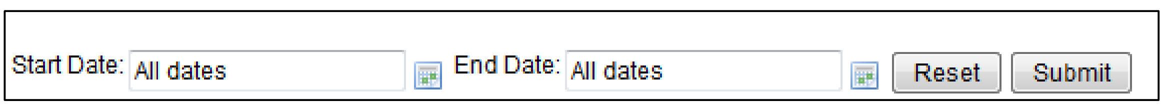
# Administration



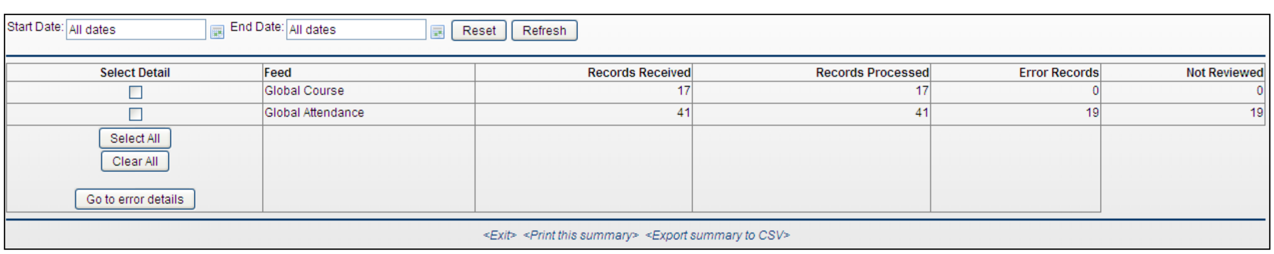

## Manage Feed Errors

This feature allows you to view your course and attendance feed errors.

- Choose Manage Feed Errors from the Administration tab.
- Type in the desired date (mm/dd/yyyy) in the Start Date and End Date fields OR
- Click on the calendar icons below each field to select a date from the calendar.
    - **NOTE:** These fields are targeting the date that files were submitted.
- Click **Reset** to return values to their previous states.
- Click **Submit** to return results.




- The feed name, records received, records processed, error records and records not reviewed are displayed.
- Click *<Exit>* to return to your My Status page.
- Click *<Print This Summary>* to export the summary page to a .pdf document.
- Click *<Export summary to CSV>* to send summary page to a spreadsheet.



Start Date: All dates End Date: All dates Reset Refresh

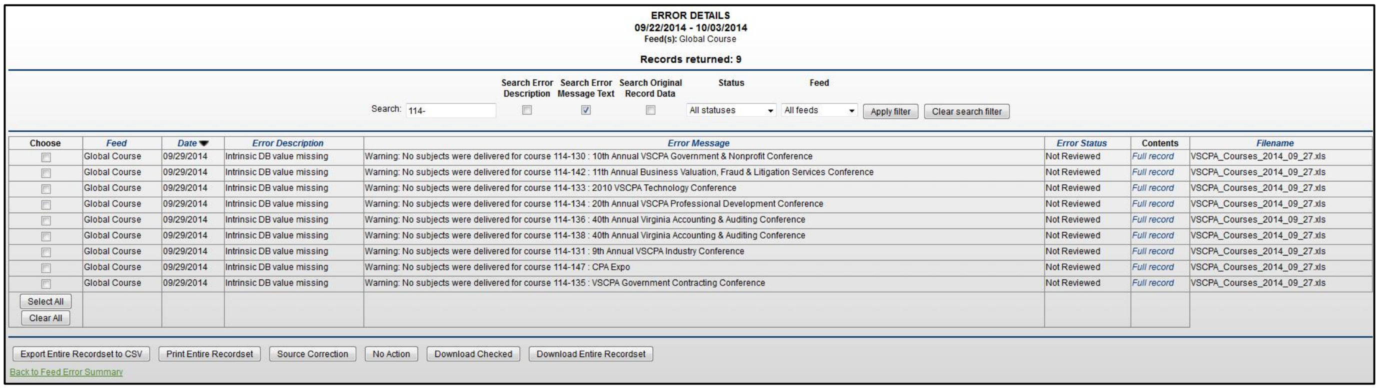
| Select Detail | Feed | Records Received | Records Processed | Error Records | Not Reviewed |
|---|---|---|---|---|---|
| ☐ | Global Course | 17 | 17 | 0 | 0 |
| ☐ | Global Attendance | 41 | 41 | 19 | 19 |
| Select All<br>Clear All<br>Go to error details | | | | | |

<Exit> <Print this summary> <Export summary to CSV>

## Error Details

- In order to view the error details, click the box to the left of the desired feed OR
- Click **Select All** to choose all of the feeds.

- Select **Go to error details**.




- The Feed Name, date, error description, error message, error status, option to view the full record and file name are provided for each error.
  - If the error records have not been reviewed, they will have the status “Not Reviewed”.
  - A listing of the possible error messages can be found in Appendix 3: Data Feed Errors.
- The columns can be sorted by clicking on the column titles in blue.
- Click *Full record* to view the information sent from the feed.
  - The format of the full record will vary depending on the feed.
- If many error records are present, you can narrow your results:
  - Type in the text to include in the results in the “Search” field.
  - Check where you wish to search by clicking the box below “Search Error Description”, “Search Error Message Text” and/or “Search Original Record Data”.
  - Select a status from the dropdown menu provided in that field.
  - Select a feed from the dropdown menu provided in that field.
  - Click **Apply filter** to view your search results.
- To perform actions with the error records, select a record by clicking the box in the Choose column next to the desired record OR click **Select All** to choose all error records.
- Click **Export Entire Recordset to CSV** to download all of the feed errors to a spreadsheet.
- Click **Print Entire Recordset** to create a .pdf file of all of the feed errors.

### Source Correction

- If an error will be corrected in the source file and reloaded, click the **Source Correction** button.
  - The Status of the error changes from “Not Reviewed” to “Source Correction”.

### No Action

- If the error has been reviewed but no action will be taken, click the **No Action** button.
  - The status of the error changes to “No Action”.

### Download

- Converts the selected error record to an XML document.
  - Once items are selected, click the **Download Checked** button to create an XML file of the full record.
- In order to download all of the error records in their full record view, click the **Download Entire Recordset** button to convert the report to an XML document.
  - All error records’ status will change to “Downloaded”.

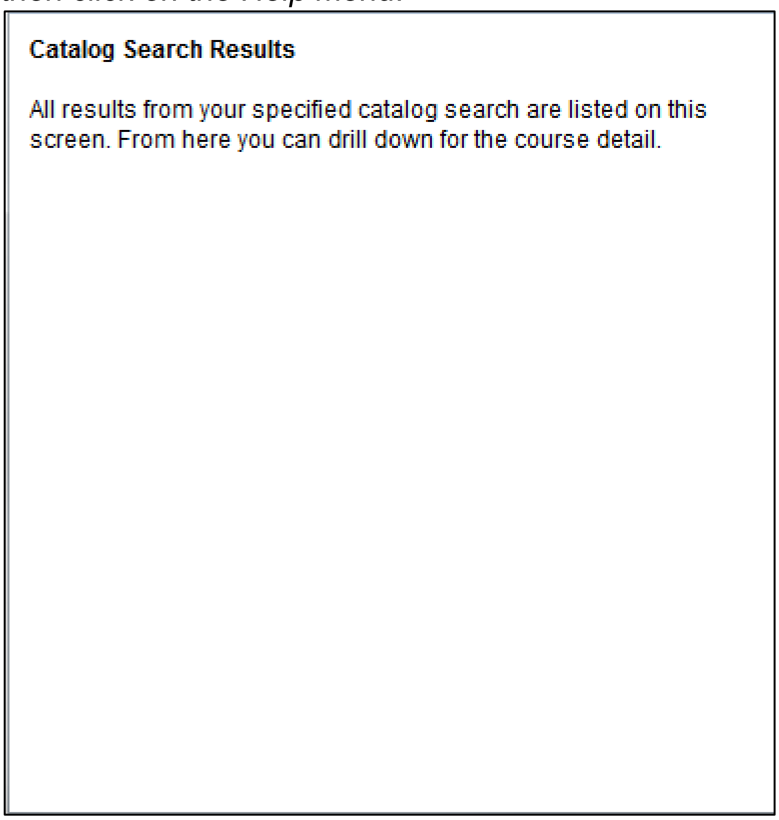
- Click Back to Feed Error Summary to return to the summary page.

## Help


This last major tab provides information about any screen you are currently viewing.

- From any screen in the system, click the Help menu.
- The system will display help information in a separate dialog box.

*Example: If you select Search Course Catalog from the Course Catalog menu, then click on the Help menu.*




## Phone or E-mail Assistance

| Phone | E-mail |
|---|---|
| Toll free: 844-273-4292 | cpetracking@nasba.org |

*Hours are 8:00am-4:30pm Central Time-Monday through Friday.*

## Appendix 1: FAQs

***How do I add a new user with permission to access the Global site?*** Contact NASBA using contact information found on page 28.

***How often are uploaded files processed?*** If files are manually uploaded, the processor looks for new files approximately every fifteen minutes. If files are dropped off to our sftp site, those are processed nightly.

***How do I correct an error?*** Errors should be corrected in your source feed(s) and those corrected records should be resubmitted for processing. In the event that those records can no longer be submitted, you can edit information in *CPEtracking*, refer to the Course Catalog section, beginning on page 17.

***How do I add the same course number with a different delivery method?*** Add the same course number, title, and provider on the attendance feed file, but enter a different delivery method for those attendees who attended the course in a different manner. When the file is uploaded and processed, an additional session for the course will be created with a different delivery method.

***What are the unique identifiers that the course files use to create new courses?*** Course Number and Provider Name

***What happens if two different courses are uploaded from the same provider with the same course number?*** The data from the two courses will be integrated causing inaccurate records. The course information should be deleted in the system, and the file re-loaded with distinct course numbers for each course.

***Would uploading a new file overwrite information previously uploaded?*** If the file contained identical information, such as the same attendee but with a different credit amount, then the credit amount would be overwritten with the new file information. However, any new information on the file, such as new attendees, subject areas, dates, delivery methods, etc. would not overwrite existing data but add to it.

# Appendix 2: Template Data Fields

**Rules Regarding Data Format**

1. For all feed types:
   - Include only the fields that the loader will accept, and make sure that they are in the same order as the template files.
   - Special attention should be paid to the spelling of the subject areas, difficulty level, program types, and delivery methods as these fields match to a specific list of values. A list of each appears at the end of this document.
   - Dates should be in the format MM/DD/YYYY (a standard zero padded date).
   - Times should be in the format 00:00 AM/PM (with a space between the time and meridian, the meridian in all capital letters).

2. For Course and Attendance files:
   - Special characters, especially from Microsoft, may cause you to see a "loading" error once the data is in the system (you attempt to view a user's credit in Manage Existing Credit, and are only able to see the "loading" icon. An example of this is the ampersand (&). If you see this error in a course, it may be because of the special characters.

3. For Course and Attendance files:
   - Courses with multiple subject areas should use the following format: Subject: #, Subject: #
   - For example, a course that is worth 1 hours of accounting and 1.5 hours of auditing should be written Accounting: 1, Auditing: 1.5 in the "Field" Column. The "CPE Credit" column should contain only the total credit amount 8.

**Subject Areas**
Accounting
Accounting (Governmental)
Administrative Practice
Auditing
Auditing (Governmental)
Behavioral Ethics
Business Law
Business Management & Organization
Communications
Computer Science
Economics
Finance

Management Advisory Services
Marketing
Mathematics
Personal Development
Personnel/HR
Production
Regulatory Ethics
Social Environment of Business
Specialized Knowledge & Applications
Statistics
Tax

**Difficulty Level**
Basic
Intermediate
Advanced
Update
Overview

**Program Types**
AICPA and State Society Programs
Breakfast/Lunch/Dinner Meetings
College and University Courses
Committee Meetings
Firm Meetings
In-Firm Programs
Other Organizations' Programs
Self-Study
Technical Meetings

**Delivery Methods**
Group-Live
Group Internet-Based Live
Interactive Self-Study
Non-Interactive Self-Study

# Appendix 3: Data Feed Errors

| Feed Note (1) | Error Description | Error Message | Explanation | Comments | Record Proc. (Y/N) Note (2) | Next Steps | File / Record Level |
|---|---|---|---|---|---|---|---|
| ATTENDANCE | Attendance-Subject Mismatch | Warning: Added subject area [Subject] for course, [Number], [Title], by start/end YYYY-MM-DD/YYYY-MM-DD, as it was not present in this course for user, [#/ID Number], [Email] | Subject area listed on attendance file was not listed on course file. Subject area has been added to this course for the specified user. | | Y | 1. Verify if the subject area was correct.<br>2. If so, no further steps.<br>3. If not, then change subject area using edit course functionality | R |
| ATTENDANCE | Attendance-Subject Mismatch | Warning: No subject areas requested for course, [Number], [Title], by start/end YYYY-MM-DD/YYYY-MM-DD, [CPE ID], [e-mail] | The attendance record has no information in the subject/credit field. | | Y | 1. Add subject/credit information to source record<br>2. Resubmit record(s) | R |
| ATTENDANCE | Credit Hours Exceeded | Warning: The subject area [Subject] requested for course, [Number], [Title], by start/end YYYY-MM-DD/YYYY-MM-DD, was modified NEW: [Credit] DB: [Credit] for user [#/ID Number], [Email] | Credit amount listed on attendance file exceeded credit amount listed on course file. Credit amount from attendance file has been granted to the specified user. | | Y | 1. Verify the credit amount was correct.<br>2. If so, no further steps.<br>3. If not, then change the credit amount using edit course functionality. | R |
| ATTENDANCE | Session Credit Information Not Set Up | Error: Delivery method not found: [delivery method listed in source file] for course [Number] | | | N | 1. Add valid delivery method (consult Data Layout Guide)<br>2. Resubmit record(s) | R |
| ATTENDANCE | Session Credit Information Not Set Up | Error: Attendance start date must precede the end date | The session start date is later than the session end date. | | N | 1. | |
| ATTENDANCE | Requested Course Missing | The course specified was not found for user, [ID Number], [Email], [Title], start/end YYYY-MM-DD/YYYY-MM-DD | The course listed on the attendance file does not exist in the system. | | N | 1. Verify course number and provider on attendance file.<br>2. Load course file with course information.<br>1. Re-load attendance file. | F |
| ATTENDANCE | Requested User Missing | The user specified does not exist, [emplid]; course target [course number]<br><br>Example: | The user does not exist in *CPETracking* | Only users from participating Audit States have been loaded in to *CPEtracking* and assigned CPE ID numbers | N | 2. Research whether the person is a new member.<br>1. If new member, attendance information has been added prior to | R |

| Feed Note (1) | Error Description | Error Message | Explanation | Comments | Record Proc. (Y/N) Note (2) | Next Steps | File / Record Level |
|---|---|---|---|---|---|---|---|
| | | The user specified does not exist, [CPE ID]; course target GENTX-04-QM-006B<br><br>The user specified does not exist, [CPE ID]; course target AUDIT-04-NL-501 | | | | personal information. Once the personal information is entered in the source system, generate new file to resubmit the attendance. | |
| ATTENDANCE | Credit Hours Exceeded | warning: The subject area [FOS] requested for course, [MAE Course Number] by start/end [start date / end date], was modified NEW:[ CPE credits] DB:[old CPE credits] for user, [emplid/ NASBA Number, email]<br><br>Example:<br><br>warning: The subject area (Auditing (Governmental)) requested for course, AUDIT-04-IL-201 by start/end 2005-01-13/2005-01-14, was modified NEW:14 DB:13.00 for user, 322011/1619218 | The attendance record has more credits for the Field of Study than the MAE Course.<br><br>*CPETracking* will increase the number of credits allowed for the course number/field of study. A warning message will be received | The message will only be received for any occurrence which increases the number of credits for the course.<br><br>For example: If on the course level, the FOS has 3 CPE Credits, and 2 attendance records have 5 credits and 7 credits for this FOS, the order of processing will determine whether there will be 1 or 2 warning messages.<br><br>**Courses are fed into the system with 0 credits. The first user to be added to the course will always increase the credit amount so you will always get this warning notice for the first attendee. | Y | 2. Check whether the credits should have been increased for the subject area.<br>3. If not, decrease the attendance credits and the MAE Course Credits in the source system and generate file with corrected info to reload.<br>1. If yes, may want to increase credits for other attendees. | R |

| Feed Note (1) | Error Description | Error Message | Explanation | Comments | Record Proc. (Y/N) Note (2) | Next Steps | File / Record Level |
|---|---|---|---|---|---|---|---|
| ATTENDANCE | Course Missing | The course specified was not found for [userid/ user number], [user name], [course number], start/end [start date/end date] | If the record to be processed is dependent on a course that does not exist in *CPETracking*, then the record will be rejected and a Course Missing error will be written to the Error database. | | N | 2. Investigate why there is no corresponding course on the course data feed.<br>Once the MAE course is sent to *CPETracking*, the attendance records that were in error can be resubmitted . | R |
| ATTENDANCE | Cannot Find Suitable Version | The course specified has more than one version or no location, ambiguous assignment for user,[userid/usernumber], [user email address], , , start/end [start date/end date] | It is unlikely that the end user will see this error. However, if it occurs, it means that there has been an error with the load of a previous course file. This should be reported to the *CPEtracking* Account Manager immediately. | | N | 1. Check Course Catalog for current version/session information, edit CPET course or information in upload file to match and resend the file | R |

| Feed Note (1) | Error Description | Error Message | Explanation | Comments | Record Proc. (Y/N) Note (2) | Next Steps | File / Record Level |
|---|---|---|---|---|---|---|---|
| COURSE | Intrinsic DB value missing | The provider named [Provider] was not found. It must be added to the system prior to the course being loaded. | Provider listed on course file was not found in the system, and course did not load. | | N | 1. Verify spelling of provider is correct and re-load file.<br>2. If provider has not been entered previously or name has changed, contact NASBA to add provider into system before re-loading file. | F |
| COURSE | Intrinsic DB value missing | Subject [Subject] was not found in the system | Subject area did not match any of 23 subject areas. | | N | 1. Verify spelling of subject area.<br>2. Re-load file. | R |
| COURSE | Intrinsic DB value missing | Warning: No subjects were delivered for course [course id]: [course title] | Subject/credit field was blank for the course record | | Y | 3. Ensure that associated attendance sent for the course has subject/credit information | R |
| ALL FEEDS | File Unreadable | The file could not be read | If a file received can be unencrypted but then cannot be read for processing, then the entire file will be rejected and a File Unreadable error will be written **in addition to an email alert**<br><br>The particular feed name and date of the file will be provided.<br><br>Use error system to determine filename. | | N | 1. Check that the file is valid<br>2. Once fixed, this file needs to be re-submitted. | R |

| Feed Note (1) | Error Description | Error Message | Explanation | Comments | Record Proc. (Y/N) Note (2) | Next Steps | File / Record Level |
|---|---|---|---|---|---|---|---|
| ALL FEEDS with optional fields | Invalid optional field | The optional field [field] was invalid value, [value] | | | Y | 1. Investigate why the value was invalid. (i.e. Does the file require only numbers?)<br>1. Correct the source system and generate new file to load into system. | R |
| ATTENDANCE & COURSES | Subject Mismatch | "subject area (".$_.") for course, $cnumber, $error_title, by start/end $att_data->{'start_date'}/$att_data->{'end_date'}, does not exist in CPEtracking for user, $u_id/$unumber, $error_username | The subject area requested isn't in the *CPEtracking* database as one of the 23 accepted subject areas. | | | 2. Repair the source file subject areas<br>Correct the source system and generate new file to load into system. | R |
| | | | | | | | |