

Common Upload Errors

There are several types of errors: **File Upload (FHE)**, **Household Record (HHE)**, **Household Member (HME)** **Household Benefit (HBE)**, and **Conversion (FWE)**. Below is a description of the error as the system displays it, what the error means and how to fix it.

File Upload Error

FHE-001- Error in line [Line #]: File header (FH) record is missing. Your upload Failed. Please correct error(s) and resubmit

What this error means: The entire File Header is missing which caused the upload to fail. The missing file header fields are: Subrecipient ID, Submission Date, Contact Name, Contact Phone, and Contact Email Address.

How to fix this error: Add the missing information into the file in your local software system. Upload the file again.

Household Record Error

HHE-001- Error in line [Line #]: No household ID from the subrecipient system has been provided for the household in this line. Your upload Failed. Please correct error(s) and resubmit.

What this error means: Household ID is missing and is represented as blanks or zeros.

How to fix this error: Add or correct file upload by adding the Household ID in the local software. Upload the file again.

HHE-005- Error in line [Line #]: The combination of city (**[Household City]**) and zip (**[Household Zip]**) for household (**[Subrecipient Household ID]**) is invalid. Your upload Failed. Please correct error(s) and resubmit.

What this error means: This error indicates that a zip code was entered for the household that does not match the city entered for the household. The CA Performance Measures uses the USPS (US Postal Service) zip codes.

How to fix this error: Check all zip code fields for the household identified and verify that all zip codes entered match the city according to the USPS. Correct the file by adding the correct zip code. Upload the file again.

HHE-008- Error in line [Line #]: The application date (**[Household Application Date]**) must fall between the CA Contract System's "go live date" (**08/01/2007**) and the current date (**Current Date**). Your upload Failed. Please correct error(s) and resubmit.

What this error means: The application date for the household does not fall within the contract dates for the contract that has been associated with file uploads in the local software.

How to fix this error: A new contract with a contract period that includes the upload date must be associated in the local software. This should be done each year after the previous contract term expires.

For ex: 1/1/20 application date associates with 61200000xxxx contract or 58200000xxxx contract

HHE-009- Error in line [Line #]: The household with Household ID (**[Subrecipient Household ID]**) and application date (**[Household Application Date from upload file]**) is in conflict with an existing entry with application date (**[Household Application Date from existing entry]**). Your upload Failed. Please correct error(s) and resubmit.

What this error means: There was an attempt to upload a house that is already in the system with a different application date.

How to fix this error: The household application date must be corrected to match the earliest date that the household was assisted by any TDHCA programs. The original application date needs to be corrected in local software. In the case where the original application date entered is incorrect, a request may be sent to TDHCA staff to make the correction.

HHE-013- Error in line [Line #]: The primary heating fuel cost source (**[Annual Heating Cost Source]**) for household (**[Subrecipient Household ID]**) is invalid. Your upload Failed. Please correct error(s) and resubmit.

What this error means: The amount entered for the primary fuel cost is outside of the established parameters. See the file format which states that the amount must be right justified, with zeros entered before the number to fill all spaces (local software will do this); no negative numbers can be used, and there must be two decimal places.

How to fix this error: Change the amount of the fuel cost to fall between the established parameters. The most likely reason for the error is the fuel amount reported did not have two decimal places.

Household Benefit Error

HBE-002- Error in line [Line #]: The benefit type (**[Benefit Type]**) for household (**[Subrecipient Household ID]**) is invalid. Your upload Failed. Please correct error(s) and resubmit.

What this error means: This means that benefit type selected is not one of the allowed CEAP/DOE/JIHEAP benefit types: (1) HCC-Household Crisis, (2) Utility Assistance, (3) LIHEAP Weatherization, or (4) DOE Weatherization or the CSBG benefit type: (5) CSBG Assistance.

How to fix this error: Add the one of the benefit types to the file in the local system and re upload the file.

Miscellaneous Errors

FWE-004-Invalid Record

What this error means: The next line *after* the identified line in the error message has an error. The line has an unexpected value that does not match what is defined in the file layout.

How to fix this error: Check the line after the line referenced and look for invalid characters or a field that was left blank. Add the correct data according the file layout. Re upload the file.

FWE-006-Conversion

What this error means: The system tried to convert a value in the field to something it cannot be. For ex: the data does not line up in the expected positions or the line is longer than expected, i.e. data does not line up in fields correctly or additional information is included in a field.

How to fix this error: Correct the error in the line after the line referenced in the local system and upload the file again.