



NABERS Waste Platform User Guide

How to troubleshoot error messages when uploading data

Contents

1	Introduction to this User Guide	2
2	How to use this guide.....	3
3	Error Messages – data incomplete or not recognised	3
3.1	Data missing or in the wrong format	3
3.2	Data does not match information defined for the building	4
3.3	Invalid number.....	5
3.4	Building configuration is being updated	5
3.5	User is not authorised	6
4	Error messages – data consistency.....	7
4.1	Invalid entry.....	7
4.2	Incomplete data.....	8
4.3	Inconsistent data	9
4.4	Rating impacts.....	10
5	Error messages – duplicate data	11
5.1	Duplicate records	11
5.2	Records for waste collections previously reported.....	11

1 Introduction to this User Guide

This document sets out how the NABERS Waste Manager platform deals with errors in the data upload spreadsheet.

It is provided to help platform users, including NABERS assessors troubleshoot these error messages so the upload can proceed.

UPLOAD A WASTE DATA FILE 

Select waste company:*

Choose a .xls or .xlsx file

Drag and drop a file here or [browse](#) to upload

UPLOADED FILES Sort by:

FILE NAME	UPLOADED DATE	UPLOADED BY
NABERS Waste data - Demo building - Jun 17 to May 18.xlsx	30.05.2018 9:24am	Erika Canuti

First Previous **1** Next Last

Page: 1 / 1

Waste Manager platform ready for a spreadsheet to be uploaded

Once a user uploads a file it is validated against a set of rules to ensure the data is correct.

If errors are found, relevant error messages are shown on the screen and the file is not saved.

 Home Building Setup **Waste Data** Audit Data Ratings Support

• Invalid format identified for Pick-up date - for example **13/07/2017**. Please provide dates in the format DD/MM/YYYY.

Sample data error message

1.1 File requirements

1. File type must be .xls or .xlsx.
2. File size must not exceed maximum file size and maximum number of rows
3. File must not be empty and should contain at least one row of data after the heading row
4. The first line of the file must match the expected headings. The below error message will be shown if these headings do not match NABERS requirements:

The content of the file you uploaded is not recognised. Please ensure that you are using the latest version of the waste data template and that the column headings in your file match the template.

As long as mandatory headings in columns from A to K are present, any additional columns in the file will be ignored.

2 How to use this guide

Blue boxes contain error messages generated by the platform when data cannot be uploaded. Use the search function (Control+F on your keyboard) to search the document for the first error message that appears when waste data fails to upload. Search words between words in bold, as bold words are specific to your site.

For example, for the error message below search “does not match a building configured in the Waste platform” or “match a building”.

Site **<SiteAddress>** does not match a building configured in the Waste platform.

3 Error Messages – data incomplete or not recognised

3.1 Data missing or in the wrong format

Error messages in this category are typically shown when the data being uploaded is insufficient or in the wrong format.

Errors can often be fixed by corrections to relevant fields in the data upload spreadsheet.

Data must be present in all mandatory columns.

If any of the mandatory columns in any row contain null/blank data.

Data for mandatory items (such as Pick-up date, Site, Waste type, Bin size, Units collected) is missing. Please review the content of the file.

If size is not provided, equipment and weight must be present.

Some waste companies do not track the volume of some equipment, such as bales, and would not be able to provide it in the file. In these cases, the collection data must contain the equipment (to help identify the bin service) and the actual weight (since the estimated weight cannot be calculated without the size).

Please provide either the size of equipment **<Equipment>** or the weight collected on **<PickupDate>** for waste **<WasteType>** at dock **<DockName>** of site **<Site>**.

Equipment and Size cannot both be blank for a collection.

In order to identify the bin service used to collect a given waste type, at least the Equipment or the Size (ideally both) need to be provided, they cannot both be blank. If both the Equipment and Size for a collection are blank, display the following error message:

Please provide details of the Equipment and Size for the collection on <PickupDate> for waste <WasteType> at dock <DockName> of site <Site>.

Pick-up date must be in the required format DD/MM/YYYY

Invalid format identified for Pick-up date - for example <PickupDate>. Please provide dates in the format DD/MM/YYYY.

3.2 Data does not match information defined for the building

Errors in this category typically appear when data being uploaded does not match the details provided for a building when it was configured in the Waste platform.

These errors can often be fixed by editing information in the **Data Relationships** page. This ensures that site details and upload information use the same terms to refer to the same data.

Site(s) must match buildings in the platform

If one or more of the site addresses in the file do not match a building in the Waste platform database, the following error will be displayed for each unmatched site:

Site <SiteAddress> does not match a building configured in the Waste platform.

Dock(s), if provided, must match docks at the given site

If a dock reference provided for a site does not correspond to a dock configured for that site in the Waste platform:

Dock <DockName> does not match a dock configured for site <SiteAddress>.

Waste types must match waste types defined in the platform

If a value provided in the 'Waste Type' column does not match the name of a waste type defined in the [Waste Types table](#) (ignoring case, for example "Co-Mingled" and "co-mingled" are both valid matches).

Waste type <WasteType> is not recognised.

Equipment types, if provided, must match equipment types defined in the platform

If a value provided in the 'Equipment' column does not match the name of an equipment type defined in the Classification table or Equipment Mapping table (ignoring case, for example "Mobile bin" and "mobile bin" are both valid matches).

Equipment <Equipment> is not recognised.

If provided, the value given for 'Processing facility sent to' must uniquely identify a processing facility defined in the Waste platform.

If a value provided in the 'Processing facility sent to' column does not match the name of a processing facility site defined in the NABERS database (ignoring case).

Processing facility <ProcessingFacility> is not recognised. You can verify if it is defined in the Waste platform, possibly with a different name, in the Data Relationships page.

3.3 Invalid number

Errors in this category appear when the Waste platform identifies data outside the expected range. Figures in the spreadsheet that would trigger these errors are often very large or negative numbers. Errors are often typos and require more accurate data to be uploaded successfully.

If provided, the value given for 'Bins rejected' should be a positive integer and should not exceed 99.

If the value given for 'Bins rejected' is not a positive integer or if it exceeds 99.

Invalid value <value> for 'Bins rejected'. The value should be an integer between 0 and 99.

The value given for 'Bins collected' should be a positive integer and should not exceed 999.

Invalid value <value> for 'Bins collected'. The value should be an integer between 0 and 999.

If provided, the value given for 'Weight picked up' should be a positive number up to 99,999.99

If a value other than blank provided for 'Weight picked up' is not a number between 0 and 99,999.99

Invalid value <value> for 'Weight picked up'. The value should be a number between 0 and 99,999.99.

3.4 Building configuration is being updated

This error message appears when building details are being updated. Data cannot be uploaded when edits are being made in the **Building Setup** page.

This error message can be solved by finalising edits (or contacting the customer to finalise edits) and submitting the new configuration. When changes are submitted, data can be uploaded again.

Site(s) must relate to buildings that have finalised configuration data

If one or more of the site addresses in the file relate to building(s) in the Waste platform database that are still being configured (either Add or Edit mode in Building set up), the following error will be displayed for each site:

Site <SiteAddress> is not available for waste data upload at the moment because the configuration is being updated.

3.5 User is not authorised

This error message appears if a person not authorised to upload data for a building tries to upload waste collection data.

The issue can be solved by sending the data to the WPM or assessor assigned to the building to upload.

Users are only able to upload data for buildings they are related to

If the data file is being uploaded by a user from a company which is not the source company, the user must be either the nominated Waste platform manager for the site(s) referenced in the file or the assessor assigned to the building. If the user is not the assessor or WPM for a site referenced in the file:

Invalid collection data identified. This user is not authorised to upload data for site <Site>.

4 Error messages – data consistency

4.1 Invalid entry

Error messages in this category are shown when the data being uploaded has invalid entries. These entries can be due to:

- Very old data or projected (future) data
- Unauthorised uploader
- Non-existent or expired waste contract dates
- Bin service collections outside of bin service effective dates.

These errors can typically be fixed by confirming all users and contracts have been entered into the platform correctly in the **Building Setup** and are up to date.

Pick-up date must not be prior to 01/01/2010 and must not be in the future

If the date provided for a collection is less than 01/01/2010 or is greater than today's date, display the following error message:

Invalid Pick-up date <PickupDate>. Dates should be between 01/01/2010 and today's date.

The waste company providing the waste data must be nominated as the primary source for the site referenced in the file

If the waste company of the data file being uploaded is not nominated as the primary source for the given building on the bin services page.

Invalid collection data identified. Company <WasteCompany> is not the expected source of data for site <Site>.

The waste company providing the waste data must have a valid contract with the site referenced in the file

If the waste company of the data file being uploaded is the waste management company for the given building (as set on the Building Details page), and is nominated as the primary source of data, the date of upload must occur within the contract dates defined for the company on the Building Details page.

Invalid collection data identified. No contract was found for company <WasteCompany> at site <Site>.

If the source of the data is a waste contractor company, the site must have a contract with the Waste Contractor company uploading the file for the given waste type (as set on the Bin Services page).

If the Waste Contractor company of the user uploading the file does not have a contract associated with the given site for the given waste type, display the following error message:

Invalid collection data identified. No contract was found for company <WasteCompany> for waste type <WasteType> at site <Site>.

The pick-up date must fall within the dates of a waste contractor contract defined for the given waste type at the given building

There could be multiple contracts for a waste type collected at a building, but there must be one with contract dates that include the pick-up date.

If the collection date provided for a bin service at a site does not fit within the dates of a contract for the given waste type at the given building, display the following error message:

Invalid Pick-up date <PickupDate>. No applicable contract was found for that date for waste type <WasteType> at site <Site>.

If the source of the data is a waste contractor, the contract identified for the pick-up date must be with the waste contractor company uploading the data

Invalid Pick-up date <PickupDate>. No applicable contract was found for that date for company <WasteCompany> for waste type <WasteType> at site <Site>.

For example, if WC1 has a contract from 1/1/2016 to 31/12/2016 (Contract A) and WC2 has a contract from 1/1/2017 to 31/12/2017 (Contract B). If data is uploaded by WC1 for a pick-up date of 3/1/2017, validation would determine that there is a valid contract for this pick-up date (Contract B) but this validation would identify that WC1 cannot upload data for that contract which is for WC2.

The pick-up date must fall within the effective dates of a bin service related to the identified contract

Invalid Pick-up date <PickupDate>. No waste collection service was found for that date for waste type <WasteType> at site <Site>.

4.2 Incomplete data

These errors typically appear if data provided in an upload is insufficient to correctly calculate waste information for a building. This may be that there is not enough information to calculate:

- Weights for a bin service
- Which dock waste was collected from
- Which bin size waste was collected in.

These errors can often be corrected by sourcing additional information on waste collected and adding to the data upload spreadsheet.

A dock must be provided if the site has multiple docks and if the same waste type is collected at more than one dock

If no dock value is provided for the given site, the site must have a single dock configured in the Waste platform, implying that the collection details provided in the uploaded file by default relate to bin services at that one dock.

Or, it must be that the waste type provided in the file is only configured at a single dock at the building, so that again it can be implied that the collection details provided in the file by default relate to bin services at the one dock where that waste type is collected.

If it is not possible to uniquely identify which bin services the collection data provided in the file refers to:

Waste type <WasteType> is handled at multiple docks at site <Site>. Please provide dock details to identify at which dock the collection took place.

Weight must be provided for waste types with weight field flagged as Mandatory

For some waste types, such as e-waste, printer cartridges, etc. the weight field is mandatory.

Please provide the weight collected on <PickupDate> for waste <WasteType> at dock <DockName> of site <Site>.

Equipment data must be provided if the given waste type has more than one bin service of the same size for the identified contract

If the equipment type is not provided for a given size, the given waste type must have a single bin service of that size, implying that the collection details provided in the uploaded file by default relate to that one bin service.

Otherwise, if it is not possible to uniquely identify which bin service the collection data refers to:

Waste type <WasteType> is collected in more than one type of equipment of size <Size> at site <Site>. Please provide equipment details to identify how the collection took place.

Size data must be provided if the given waste type has more than one bin service for the same equipment type for the identified contract

If the size is not provided for a given equipment type, the given waste type must be configured to have a single bin service for that equipment type, implying that the collection details provided relate to that one bin service.

Otherwise, if it is not possible to uniquely identify which bin service the collection data refers to:

Waste type <WasteType> is collected in more than one size of <Equipment> at site <Site>. Please provide size data in the file to identify which collection took place.

4.3 Inconsistent data

This error message is typically displayed when uploaded data and the **Building Setup** contain conflicting information.

These errors can often be resolved by ensuring that all information in the data upload reflects information about a building and its bin services, including that waste and bin sizes listed in the spreadsheet are configured for the building.

The waste type must be valid for the given dock of the given building

If a dock has been provided on a row, the waste type provided on that row must correspond to a waste type defined at the given dock.

Inconsistent data identified: waste type <WasteType> is not collected at dock <DockName> of site <Site>.

The equipment type, if provided, must be valid for the given waste type for the identified contract

If the equipment has been provided on a row, the waste type provided on that row must have at least one bin service for that equipment type.

Inconsistent data identified: waste type <WasteType> is not collected using equipment <Equipment> at dock <DockName> of site <Site> on the given Pickup date <PickupDate>.

The Size, if provided, must be valid for the given equipment for the given waste type for the identified contract

If the equipment and size have both been provided on a row, they must identify a bin service for the given waste type.

Inconsistent data identified: equipment <Equipment> of size <Size> is not configured for collection of waste type <WasteType> at dock <DockName> of site <Site> on the given Pickup date <PickupDate>.

If the equipment is blank, the given size should correspond to the size defined for a bin service for the given waste type at the given dock for the identified contract

The size provided on a row where the equipment type has not been specified should correspond to the size of bin service defined for the given waste type at the given dock of the given building.

Inconsistent data identified: no equipment of size <Size> is configured for collection of waste type <WasteType> at dock <DockName> of site <Site> for the given Pickup date <PickupDate>.

4.4 Rating impacts

This error message appears when waste collection data from a rating period is uploaded.

To resolve the error and upload data, a rating can be unlocked by NABERS if it is still in progress.

The collection data must not be for a bin service referenced by a locked rating if the pick-up date falls within the rating period

If data is for a bin service used by a certified rating and the pick-up date falls within the dates of the rating period.

Collection data for waste type <WasteType> at dock <DockName> of site <Site> for pick-up date <PickupDate> cannot be uploaded because it impacts rating <Nxxxxx>.

5 Error messages – duplicate data

5.1 Duplicate records

This error message appears if there are multiple collections of the same bin service (waste type, bin type, bin size, dock) listed for the same day.

To resolve the issue, ensure that there are no duplicate collections in the data upload. Check with your waste contractor or on-site contact to find out if there were multiple collections for that bin service that day, or if one entry was an updated version of the other. Then either combine or merge duplicates as appropriate.

Data for a specific collection (i.e. date, site, dock, waste type, equipment and size) should not be repeated in the same file.

If more than one record exists in the same file for the same combination of date, site, dock, waste type, equipment and size, display the following error message:

Duplicate records identified for collection: <PickupDate>, <Site>, <DockName>, <WasteType>, <Equipment>, <Size>.

5.2 Records for waste collections previously reported

Pop-ups in this category appear when a file being uploaded contains waste collection data that has already been uploaded to the platform.

The issue is resolved by determining whether the new file should replace the old one, for example in cases when new collection data has been added for a period, or data has been updated.

Identify if the upload file contains the same records (or newer or updated records) as an existing file.

To prevent users from (inadvertently) uploading the same file repeatedly, and to avoid duplicate records in the database for the same collections, if a user uploads a file that contains the same set of records (collection dates and bin services) as a previously uploaded file, the system can delete the previous file and the data records associated with the file. There are three situations that might occur:

1. If an entire file is being replaced by a user from the same company and the file is exactly the same, the system will prompt the user with a pop-up reading 'Confirm replacement'. This is so that the user can decide whether their new file replaces the previous one.
2. If a record is being replaced by a user from the same company as the original record, a pop-up showing the below will appear:

The file you are uploading (<NewFilename>) contains records for waste collections previously reported in file <PreviousFilename>. File <NewFilename> will replace <PreviousFilename>.

3. If a record is being replaced by a user from a different company than the original record, a pop-up showing the below will appear:

The file you are uploading (<NewFilename>) contains records for waste collections previously reported in a different file on <DateOfUpload>. File <NewFilename> will replace the previous file.

In situations 2 & 3 a pop-up will appear to provide “Yes, replace” and “No” options.

If ‘Yes, replace’ is clicked, the older file and associated records are deleted from the data base. The new file is uploaded.

If ‘No’ is clicked, no upload takes place.