

Common Institution-Initiated File Errors

File Not Loading?

Your error will indicate the following: *Your file has errors, please review the data, fix the file and resubmit.*

This means that none of the data in your file was updated in ICAPS®.

Things to check if you are getting this error:

- Is your file format .CSV (Comma Delimited)?
- Does row 1 exactly match the columns defined in the layout guide?
- Is there data formatted incorrectly within the file?
 - You can search *** on the screen by typing ctrl + F and typing *** in the search bar. It will take you to all of the anomalies in your file that need to be fixed. In the example below, the enrollment status of full time was spelled out instead of just having the F for full time enrollment, causing an error on the file and making it unable to load.
 - You can review your CSV file and filter for anomalies (i.e. missing SSN, DOB, name, or formatting is different than what is allowable). See the layout guide for references on what is allowable.

Did Your File Load With Exceptions?

Your file was successfully loaded into ICAPS, and now you are reviewing your exceptions report.

Generally, you can update these students manually by going to the student screen in ICAPS. To do this, you can utilize the search bar and type in the student Social Security Number, ICAPS ID, or student name. If there are too many errors to fix manually, you might want to consider updating your file and re-uploading.

Error Codes and Resolutions

Error Code	Resolution
Campus/program/academicYear/term is not valid for this student	School code, program short name, academic year, or term is not correct on the file. If there are several errors like this, it is likely the leading zeroes are missing on the school code. Add leading zeroes and resubmit your file.
Certified SAI value must match an SAI on a student ISIR in the academic year	Contact Bureau of Iowa College Aid (ICA); if FAFSA was recently updated, ICA probably doesn't have latest ISIR.

Error Code	Resolution
CIP is not a valid CIP code on the list of approved programs...	Check CIP Code.
Invalid Enrollment Status	Check enrollment status (Must be F, P, H, or L).
Invalid Match Amount—must be greater than or equal to zero (required for GUS when certifying)	Must have number in the Match Amount field.
Invalid Match Amount—must be greater than or equal to zero (required for ITG when certifying)	Must have number in the Match Amount field.
Invalid NG Credit Hours—must not cause total NGEAP cumulative credits to exceed 120	Credits entered exceed the lifetime maximum of 120 credits; re-evaluate your credits reported, or call ICA if student is enrolled in a STEM-related program of study.
NGEAP Term is awaiting National Guard approval	Student is not eligible for this term in NGEAP.
Payment Amount results in the maximum annual amount to be exceeded (Amount available: 1935)*	Check the cumulative payment amounts to ensure not exceeding the annual maximum award.
Program not associated to the student in ICAPS for the academic Year/Term	Student is not eligible for this program for the academic year or term, look up the student in ICAPS and adjust accordingly.
Student is a No Match	SSN, DOB, and name does not match ICAPS. Make sure student's legal state of residence on the FAFSA is Iowa.
Student is a Partial Match	SSN, DOB, or name doesn't match ICAPS. Contact ICA if you can't determine who the student is to fix manually.
Student is certified by another institution during this term	Contact ICA; student has been awarded at two schools for the same term.
Student must be in designated status to certify	Student is showing as ineligible for the program. Check student manually.
Student must be in designated status to delete	Student is showing as ineligible for the program. No need to delete.
Lifetime Eligibility Used	Student exceeded lifetime limit; check enrollment status and lifetime eligibility used. If awarded properly, contact ICA for an override.
Student does not meet minimum enrollment status requirements	Check enrollment status.