

Verification Status Values and Codes

Code	Message	Description	File
	ACCEPTED	Record Accepted	TRNSCRPT
	ACCT INVALID OR NOT FOUND	Account number entered is not valid	SUREJECT
	ALREADY SIGNED	Already a pending contract, either with same supplier or another supplier	SUREJECT
	BILLING OPTION CHANGE	Billing option change accepted	TRNSCRPT
6	CHRG-1 AMT BUT NO CHRG-1 DESC	Charge 1 amount but no charge 1 description	SBREJECT
7	CHRG-2 AMT BUT NO CHRG-2 DESC	Charge 2 amount but no charge 2 description	SBREJECT
8	CHRG-3 AMT BUT NO CHRG-3 DESC	Charge 3 amount but no charge 3 description	SBREJECT
	CUSTOMER DID NOT AGREE TO SWITCH	If customer agreed to switch the switch approval field must be populated with a Y	SUREJECT
	CUSTOMER FINALLED	Customer Finalled account	CUSTTERM
	DROP-ALREADY DROPPED	Account already pending to drop	SUREJECT
	DROP-INVALID ACCOUNT NUMBER	Account number entered is not valid	SUREJECT
	DROP-INVALID SUPPLIER ID	Supplier ID does not exist	SUREJECT
	DROP-NO CUST SEL CONTRACT	Customer does not have an active contract	SUREJECT
	DROPPED BY CUSTOMER REQUEST	Drop by reason of Customer Request accepted	CUSTTERM
	DROPPED BY SUPPLIER REQUEST	Drop by reason of Supplier Request accepted	CUSTTERM
	DROPPED FOR BROKER SWITCH	Account switching to another supplier	CUSTTERM
	DROPPED FOR CREDIT	Drop by reason of Credit accepted	CUSTTERM
	DROPPED FOR EXPIRED CONTRACT	Drop by reason of Expired Contract accepted	CUSTTERM
	DUPLICATE	Duplicate record types submitted for same account ID.	SUREJECT
12	DUPLICATE CHARGE RECORD	Duplicate charge record submitted for same bill period. Seen only by suppliers using Nicor Gas Consolidated Billing Service.	SBREJECT
92	DUPLICATE TRAILER RECORD	File contained more than 1 trailer record	SUREJECT & SBREJECT
40	DUPLICATE TRANSACTION	Duplicate record types submitted for same account ID. Only applicable for supplier using Supplier Consolidated Billing.	SBREJECT
	INACTIVE ACCOUNT	Account is not active	SUREJECT
	INELIGIBLE CUSTOMER	Customer is not eligible. Refer to Rider 15 for eligibility.	SUREJECT
	INELIGIBLE-LOW INCOME CUSTOMER	Supplier not authorized to enroll Low Income Customer	SUREJECT
4	INVALID ACCOUNT ID	Account number entered is not valid	SBREJECT
	INVALID ACCOUNT NUMBER	Account number entered is not valid	SUREJECT
15	INVALID ADJUSTMENT AMOUNT2	Adjustment 2 amount entered is not valid	SBREJECT
16	INVALID ADJUSTMENT AMOUNT3	Adjustment 3 amount entered is not valid	SBREJECT
17	INVALID ADJUSTMENT DESC1	Invalid adjustment 1 description. Must be 1 of the 9 pre-approved literals in all capital letters.	SBREJECT
18	INVALID ADJUSTMENT DESC2	Invalid adjustment 2 description. Must be 1 of the 9 pre-approved literals in all capital letters.	SBREJECT
19	INVALID ADJUSTMENT DESC3	Invalid adjustment 3 description. Must be 1 of the 9 pre-approved literals in all capital letters.	SBREJECT
26	INVALID BILL PERIOD	Bill period entered is not valid	SBREJECT
27	INVALID BILL PERIOD END DATE	Bill period end date entered is not valid	SBREJECT
28	INVALID BILL PERIOD START DATE	Bill period start date entered is not valid	SBREJECT
29	INVALID BILL SEGMENT ID	Bill number entered is not valid	SBREJECT
	INVALID BILLING OPTION	Billing option submitted is not valid. Must be either 01, 02 or 03	SUREJECT

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10	INVALID CHARGE2 AMOUNT	Charge 2 amount entered is not valid	SBREJECT
11	INVALID CHARGE3 AMOUNT	Charge 3 amount entered is not valid	SBREJECT
	INVALID CONTRACT CHANGE	Contract Change submitted is not valid. Must be either blank for new signup or B to change bill option for an existing customer	SUREJECT
	INVALID DROP REASON	Drop reason Invalid. Must be 01, 02, 03 or 04	SUREJECT
	INVALID POOL BILLING OPTION	Billing option is not a valid bill option for this pool	SUREJECT
	INVALID POOL FOR THIS SUPPLIER	Pool ID is not valid for this supplier	SUREJECT
3	INVALID POOL ID	Pool ID does not exist	SUREJECT & SBREJECT
	INVALID POOL ID FOR SUPPLIER	Pool ID is not valid for this supplier	SUREJECT
	INVALID PREMISE FOR ACCOUNT	Premise ID entered is not valid for this account	SUREJECT
42	INVALID PREMISE ID	Premise ID entered is invalid	SBREJECT
31	INVALID RECORD TYPE	Record type entered is not valid. Must be either a C or A for Nicor Gas Consolidated Billing Service or a X or L for Supplier Consolidated Billing.	SBREJECT
43	INVALID SUPPLIER CONTRACT ID	Supplier Contract ID entered is either invalid all together or is not valid for this customer	SBREJECT
1	INVALID SUPPLIER ID	Supplier ID does not exist	SUREJECT & SBREJECT
5	INVALID UTILITY CONTRACT ID	Contract ID entered is either invalid all together or is not valid for this customer	SBREJECT
	MOVED	Notification of a Moved Customer and their new premise info	TRNSCRPT
	MULTIPLE METER	Account has multiple meters and is not eligible	SUREJECT
35	NO AVAILABLE CREDIT	Customer does not have any available credit for adjustment submitted. Only applicable for suppliers using Supplier Consolidated Billing.	SBREJECT
90	NO DETAIL RECORDS FOUND	File contained only a Trailer record, no detail records	SUREJECT & SBREJECT
91	NO RECORDS ON FILE	File was empty	SUREJECT & SBREJECT
13	NO VALID CHARGES	No valid charges and/or no valid charge descriptions	SBREJECT
	NOT ACTIVE	Account is not active	SUREJECT
33	NOT AUTHORIZED BY CUSTOMER	Customer does not authorize this type of adjustment on their account. Only applicable for suppliers using Supplier Consolidated Billing.	SBREJECT
	NOT CERTIFIED FOR COM	Account submitted is Small Commercial and supplier is not certified to serve small commercial accounts.	SUREJECT
	NOT CERTIFIED FOR RES	Account submitted is Residential and supplier is not certified to serve residential accounts.	SUREJECT
	ONE YEAR ENROLLMENT RESTRICTION	Account required to remain with Nicor Gas for 1 year after drop of previous supplier	SUREJECT
30	PENDING BILL ALREADY SENT	Account currently does not have a bill pending charges.	SBREJECT
	REACTIVATED	Account that was previously pending to drop for reason of Broker Switch has been dropped while in pending status and reactivated with current supplier.	TRNSCRPT
34	RECORD TYPE NOT AUTHORIZED	Supplier not set-up to submit adjustment type.	SBREJECT
93	RECORDS FOUND AFTER TRAILER	Trailer was not the last record in the file	SUREJECT & SBREJECT
32	REQUEST IS OUTSIDE OF WINDOW	No NBBILL record within past 5 days. Only applicable for suppliers using Supplier Consolidated Billing.	SBREJECT

Code	Message	Description	File
94	TRAILER COUNT OUT OF BALANCE	Trailer count does not match number of records in file	SUREJECT & SBREJECT
95	TRAILER DOLLAR OUT OF BALANCE	Trailer total does not equal sum of Charge1 charge amounts	SBREJECT
96	TRAILER RECORD NOT FOUND	File did not contain a trailer record	SUREJECT & SBREJECT
97	TRAILER TOTAL IS NOT NUMERIC	Trailer total entered is not numeric	SUREJECT & SBREJECT