



## Understanding and Correcting Errors in Your NCIR Report

### Introduction

When submitting or testing files for the NCIR-BW, NCIR-ABC, or NCIR-OL reports, error messages may occur if missing or invalid values are found, or if the files are formatted incorrectly. This document lists common errors that may be encountered, the meaning of each error, issues that may cause errors, and how to correct these issues. Additional information can be found within the [File Specifications and report instructions](#) documents.

To use this guide, locate your error message in the tables below. Then check your files for each of the possible causes and ensure that you have implemented the solution described. To find out which of your files caused a given error, refer to the downloadable error report provided by the Information Reporting Application at the time you tested the files or attempted to submit them.

<b>E1: Error in field headers.</b> The following fields must be in the first row of the file, in the order listed below. The field names must match exactly. No additional fields may be included. [A list of column names is included in the message.]	
Type of files that may receive this error	All submitter types, all file types
Understanding this error	The column headers in the indicated file do not fully match the templates and instructions provided. Each file type has specific required columns. The required columns must be in the exact order shown in the instructions. No additional columns may be included. The header for each column must be exactly as shown in the templates and instructions.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
A blank row, title row, or other content is above the headers.	Delete all extra rows from above the headers. The headers must be the very first row in the file.
The file contains columns that are not shown in the Excel report templates and instructions or listed in the .csv and .txt file specifications on the NCDOR website.	Delete all columns that are not explicitly specified in the templates and file specifications documents on the NCDOR website.
The column headers contain spelling variations or extra spaces. <b>Note:</b> Even a small spelling variation or extra space will cause this error.	Ensure that each column header is exactly as shown in the templates, instructions, and file specifications.
The columns are not in the exact order shown in the instructions.	Place the columns in exactly the order indicated in the instructions.
<i>table continues on next page...</i>	

The file contains a blank column at the left side of the file or in between columns. <b>Note:</b> If using Excel, hiding columns does not resolve the error. Extra and blank columns must be removed.	Delete blank columns from the left side and/or from in between columns.
A .csv or .txt file contains more than one column delimiter between two successive headers.	Ensure there is exactly one column delimiter between column headers.
In a .txt file, there is an extra tab at the right side of the file.	Ensure there are no extra tabs at the right side of the file.

<b>E2:</b> The following fields must be completed for all rows: [A list of columns is included in the error message.]	
Type of files that may receive this error	All submitter types, all file types
Understanding this error	While all columns should be completed for every row wherever possible, some columns cannot be accepted if even one row has a blank value in the column. This error message indicates that one or more rows in the data have a blank value in a column that is not allowed to be left empty for any row.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
One or more rows are missing a value in one of the indicated columns.	Fill in the correct value. See the instructions or file specifications document for a description of the information that should be in each column.
The file contains one or more extra rows, such as comments, which do not conform to the template.	Delete any rows that do not consist of data as described in the instructions and file specifications.
One or more values contain line breaks. <b>Note:</b> Line breaks are interpreted by the application as the beginning of a new row of data.	Remove line breaks from all values.

<b>E3:</b> Incorrect number of fields in (#) lines. Line numbers containing errors include but might not be limited to...	
Type of files that may receive this error	All submitter types, all file types
Understanding this error	One or more lines of data contain too many or too few values.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
One or more values contain line breaks. <b>Note:</b> Line breaks are interpreted by the application as the beginning of a new row of data.	Remove line breaks from all values.
<i>table continues on next page...</i>	

<p>One or more values contain column delimiters within the value and are not enclosed within quotation marks.  <i>Example:</i> In a .csv file, a comma is a column delimiter. Therefore, a value containing a comma (e.g. Exampleville Grille, LLC) is interpreted as two columns instead of one.</p>	<p>Locate any values that contain column delimiters, and surround those values with quotation marks.  <i>Example:</i> Change Exampleville Grille, LLC to "Exampleville Grille, LLC".</p>
<p>The file contains a blank value that does not have column delimiters on both sides.  <i>Example:</i> If no DBA name is listed for a Beer/Wine Customer, the blank column will look like two consecutive commas (for .csv) or two consecutive tabs (for .txt).</p> <p>Example of missing delimiter:</p> <div style="border: 1px solid black; padding: 2px;">  <span style="font-family: monospace;">NC_Sales_Tax_ID,Customer Number,Legal Name,DBA Name,ABC_Perm 678901234,EG1,Exampleville Grille LLC,,494949AJ,919-123-4567,1111</span> </div>	<p>Make sure there are the correct number of delimiters so that every column, including blank columns, are offset by delimiters.</p> <p>Example of correction:</p> <div style="border: 1px solid black; padding: 2px;">  <span style="font-family: monospace;">NC_Sales_Tax_ID,Customer Number,Legal Name,DBA Name,ABC_Perm 678901234,EG1,Exampleville Grille LLC,,494949AJ,919-123-4567,1111</span> </div>
<p>The file contains an extra column delimiter.</p> <p>Example of extra delimiter:</p> <div style="border: 1px solid black; padding: 2px;">  <span style="font-family: monospace;">NC_Sales_Tax_ID,Customer Number,Legal Name,DBA Name,ABC_Perm 678901234,EG1,Exampleville Grille LLC,,,494949AJ,919-123-4567,1111</span> </div>	<p>Remove the extra delimiter.</p> <p>Example of correction:</p> <div style="border: 1px solid black; padding: 2px;">  <span style="font-family: monospace;">NC_Sales_Tax_ID,Customer Number,Legal Name,DBA Name,ABC_Perm 678901234,EG1,Exampleville Grille LLC,,494949AJ,919-123-4567,1111</span> </div>

<p><b>E4: Invoice Date is not in the expected year for (#) lines. First five invalid values encountered are...</b></p>	
<p>Type of files that may receive this error</p>	<p>Beer/Wine Invoice file                  ABC Board Data file</p>
<p>Understanding this error</p>	<p>Only one year of data can be submitted in a single submission. The year of the data must match the year selected on the Submitter Information screen.</p>
<p><b>Troubleshooting this error:</b></p>	
<p><b>Possible Cause</b></p>	<p><b>Solution</b></p>
<p>You selected an incorrect year on the Submitter Information screen.</p>	<p>Select the correct year on the Submitter Information screen.</p>
<p>You accidentally tried to submit the wrong Invoice file(s).</p>	<p>Submit the correct year's Invoice file(s).</p>
<p>There are invoice rows from a different year included in the Invoice file(s).</p>	<p>Any invoice rows for another year should be moved to the file(s) for the applicable year so that all dates in the file(s) you are currently testing or submitting are for the year indicated on the Submitter Information screen.</p>
<p>The date format is not YYYYMMDD.  <i>Example:</i> 06032022</p>	<p>Ensure all dates are shown in YYYYMMDD format.  <i>Example:</i> June 3, 2022 should be shown as 20220603.</p>
<p>There are typos in one or more invoice dates.  <i>Example:</i> If June 3, 2022 is shown as 22020603, this will cause an error because there is a typo in the year portion (2202 instead of 2022).</p>	<p>Correct any typos in the dates.</p>

<b>E5: Invalid Invoice Date or incorrectly formatted Invoice Date in (#) lines. Line numbers containing errors include but might not be limited to...</b>	
Type of files that may receive this error	Beer/Wine Invoice file ABC Board Data file
Understanding this error	Invoice dates must be formatted as YYYYMMDD. Any other format will cause an error. Additionally, values that do not represent actual dates are not accepted (e.g. Feb. 30)
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
Some or all dates are in a format other than YYYYMMDD. <i>Example: 6/3/2022</i>	Ensure all dates are shown in YYYYMMDD format. <i>Example: June 3, 2022 should be shown as 20220603.</i>
There are typos in one or more invoice dates such that a value is not a valid date. <i>Example: 20220230 (Feb. 30 is not a valid date)</i>	Correct any typos in the dates.

<b>E6: Invalid value for [column name] in (#) lines. First five invalid values encountered are...</b>	
Type of files that may receive this error	All submitter types, all file types
Understanding this error	Numeric columns can only contain numbers and decimal points (where applicable). The specific text of the error message will inform you of the requirements for the column where the error occurred, including whether decimal places are permitted and how many decimal places may be included.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
Non-numeric, non-decimal characters are used within a numeric field. <i>Example 1: Units included in the Single_Unit_Size field, e.g. 20 oz.</i> <i>Example 2: Hyphens included in BoardTIN field, e.g. 12-3456789.</i>	Remove all non-numeric characters other than a decimal point (where applicable). <i>Example 1: Move "oz." to the Single_Unit_Measurement field so that the value in Single_Unit_Size is 20.</i> <i>Example 2: Remove the hyphen, e.g. 123456789.</i>
Decimal places are included in a field that does not permit decimal places. <i>Example: 1.5 in the Singles_Per_Sales_Unit column.</i>	Correct the values in the field so that they meet the specific requirements described in the error message.
A value contains too many decimal places for the field. <i>Example: 6.789 in a currency field. Currency fields must have no more than two decimal places.</i>	Correct the values in the field so that they meet the specific requirements described in the error message.

<b>E7: A unique Customer Number must be used for each Customer. Different locations of a chain are considered separate Customers. Customer Numbers have been duplicated in the Customer file.</b>	
Type of files that may receive this error	Beer/Wine Customer file
Understanding this error	Two or more rows in the Customer data contain identical Customer Numbers. Please refer to the <a href="#">File Specifications</a> for details about requirements for Customer Numbers.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
Two or more customers within the Customer file(s) have been assigned the same Customer Number.  <b>Note:</b> Different locations of the same business are considered different customers.	Change one or more Customer Numbers so that each customer and location has a unique Customer Number. This can be as simple as adding a number or letter to the end of the existing Customer Number.  <b>Note:</b> After updating the Customer Numbers in the Customer file, you must also update the Invoice file(s) so that each Invoice row reflects the correct, updated Customer Number for the customer it was sold to.
The same customer, at the same location, is listed twice within the Customer file(s).	Remove duplicate rows.
You filed more than one Customer file (for example, Beer customers and Wine customers) and one or more customers appear in both files.	Remove duplicates so that each customer appears in only one of the Customer files.

<b>E8: Non unique Customer Number used in Invoice. Invoice may need to be updated to reflect the correct customer number.</b>	
Type of files that may receive this error	Beer/Wine Customer file Beer/Wine Invoice file
Understanding this error	This error may occur in conjunction with the previous error, <i>A unique Customer Number must be used for each Customer. Different locations of a chain are considered separate Customers. Customer Numbers have been duplicated in the Customer file.</i> When duplicated Customer Numbers in the Customer file(s) are used within the Invoice file(s), this error is generated to remind you to update the Invoice file(s) to reflect the corrected Customer Numbers discussed above.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
One or more Invoice rows contain a Customer Number that was duplicated within the Customer data.	For each Invoice row that used the old Customer Number, update the Customer_Number field in the Invoice file(s) to reflect the correct updated Customer Number.

<b>E9:</b> Customer Number used in the Invoice file does not exist within the Customer file. Each Customer Number in the Invoice file must have an exact match in the Customer file.	
Type of files that may receive this error	Beer/Wine Invoice file Beer/Wine Customer file
Understanding this error	One or more Invoice rows show a Customer Number that was not included in the Customer file.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
You sold to a customer that you did not list in the Customer file.	Add the customer to the Customer file.  <b>Note:</b> All wholesale customers you sold to must be included in the Customer file, even if it was a one-time special event, not a regular customer, or a customer who has since gone out of business.
There is a typo in the Customer_Number field in the Invoice file(s).	Correct the Customer_Number within the Invoice file(s).
There is a typo in the Customer_Number field in the Customer file(s).	Correct the Customer_Number within the Customer file(s).
A variation in spelling, capitalization, punctuation, or spacing exists between the Customer_Number shown in the Customer file and the number as shown in the Invoice file. <i>Example:</i> The Customer file shows a Customer_Number of "Exampleville Bar and Grille" but the Invoice file shows the Customer_Number as "Exampleville Bar & Grille".	Ensure that the Customer Numbers match exactly between the Customer file(s) and the Invoice file(s).

<b>E10:</b> A unique Product Code must be used for each Product entry. Different sizes of an item are considered separate Products. Product Codes have been duplicated in the Product file.	
Type of files that may receive this error	Beer/Wine Product file
Understanding this error	Two or more rows in the Product data contain identical Product Codes. Please refer to the <a href="#">File Specifications</a> for details about requirements for Product Codes.
<i>table continues on next page...</i>	

Troubleshooting this error:	
Possible Cause	Solution
Two or more products, or sizes of the same product, within the Product file(s) have been assigned the same Product Code.  <b>Note:</b> Different sizes of the same product must have different product codes. The product codes do <u>not</u> have to match codes approved by the ABC Commission or other agencies, but they must be unique to the product <u>and size</u> and they must match the product codes in the Invoice file(s).	Change one or more Product Codes so that each product and size has a unique Product Code. This can be as simple as adding a number or letter to the end of the existing Product Code.  <b>Note:</b> After updating the Product Code in the Product file, you must also update the Invoice file(s) so that each Invoice row reflects the correct, updated Product Code for the item and size that was sold.
The same product in the same size is listed twice within the Product file(s).	Remove duplicate rows.
You filed more than one Product file (for example, a Charlotte location and a Greensboro location) and one or more products appear in both files.	Remove duplicates so that each product/size appears in only one of the Product files.

E11: Non unique Product Code used in Invoice. Invoice may need to be updated to reflect the correct product code.	
Type of files that may receive this error	Beer/Wine Product file Beer/Wine Invoice file
Understanding this error	This error may occur in conjunction with the previous error, <i>A unique Product Code must be used for each Product entry. Different sizes of an item are considered separate Products. Product Codes have been duplicated in the Product file.</i> When duplicated Product Codes in the Product file(s) are used within the Invoice file(s), this error is generated to remind you to update the Invoice file(s) to reflect the corrected Product Codes discussed above.
Troubleshooting this error:	
Possible Cause	Solution
One or more Invoice rows contain a Product Code that was duplicated within the Product data.	For each Invoice row that used the old Product Code, update the Product_Code field in the Invoice file(s) to reflect the correct, updated Product Code.

E12: Product Code used in the Invoice file does not exist within the Product file. Each Product Code in the Invoice file must have an exact match in the Product file.	
Type of files that may receive this error	Beer/Wine Invoice file Beer/Wine Product file
Understanding this error	One or more Invoice rows show a Product_Code that was not included in the Product file.
<i>table continues on next page...</i>	

Troubleshooting this error:	
Possible Cause	Solution
You sold a product that you did not list in the Product file.	Add the product to the Product file.  <b>Note:</b> Every product and size you sold must be listed even if it was a special order or a discontinued item.
There is a typo in the Product_Code field in the Invoice file(s).	Correct the Product_Code within the Invoice file(s).
There is a typo in the Product_Code field in the Product file(s).	Correct the Product_Code within the Product file(s).
A variation in spelling, capitalization, punctuation, or spacing exists between the way the Product_Code is shown in the Product file and the way it is shown in the Invoice file. <i>Example:</i> The Product file shows a Product_Code of "Pinot Noir-2016" but the Invoice file shows the Product_Code as "Pinot Noir - 2016".	Ensure that the Product Codes match exactly between the Product file(s) and the Invoice file(s).

<b>E13:</b> The number of rows found does not match the number of rows expected based on the Submitter information. Rows expected: (#). Rows found: (#).	
Type of files that may receive this error	All submitter types, all file types.
Understanding this error	To ensure completeness of data, the Information Reporting Application checks that the number of rows in the file(s) submitted matches the number of rows you indicated that you intended to submit. You enter this number into the Submitter Information screen before uploading your files. If the number of rows found in the file(s) does not match the number you indicated in the Submitter Information screen, this error occurs.
Troubleshooting this error:	
Possible Cause	Solution
Rows were accidentally omitted from one or more files. For example, this can happen if exporting from other software into Excel when the number of data rows exceeds the maximum rows Excel allows per worksheet.	Ensure all data rows are included within the file(s). If there are too many data rows for Excel, use a .txt or .csv file instead. Please refer to the <a href="#">File Specifications</a> for details about the different types of files.
There was a typo when entering the row count(s) in the Submitter Information screen.	Enter the correct row count(s) in the Submitter Information screen.

<b>E14:</b> Some months are missing from invoice data. Please check the invoices for completeness. Months in which no sales occurred should be specified using the provided checkbox prior to attempting upload.	
Type of files that may receive this error	Beer/Wine Invoice file ABC Board Data file
Understanding this error	Any months in which you did not make wholesale sales (if filing NCIR-BW) or MXB sales (if filing NCIR-ABC) should be noted in the appropriate field on the Submitter Information screen. If months are missing from the sales data but are not noted in the Submitter Information screen, this might mean the Invoice data is incomplete.
<b>Troubleshooting this error:</b>	
<b>Possible Cause</b>	<b>Solution</b>
Some invoice rows were mistakenly omitted from the Invoice file(s).	Ensure all invoice rows are included within the Invoice file(s).
If filing multiple Invoice files (for NCIR-BW) or multiple ABC Data files (for NCIR-ABC), did you accidentally file one set of invoices twice while omitting another? For example, did you submit two copies of your Quarter 1 data where you intended to submit Quarter 1 and Quarter 2?	Ensure that each file contains the correct data.
There were some months when you did not make any wholesale/MXB sales but you did not select all the applicable months when you completed the Submitter Information screen.	Select the correct months on the Submitter Information screen.
The original data had a large number of invoice rows and the data was truncated when transferring/exporting to Excel. <b>Note:</b> Excel has a limit on the number of rows per sheet.	<i>Option 1:</i> Split the invoice data into more than one file to accommodate all rows of data.  <i>Option 2:</i> Use a file type of .csv or .txt to avoid a limit on the number of rows. Please refer to the <a href="#">File Specifications</a> for details on creating .csv or .txt files.