



# Things to Watch Out for

Our experience shows that while many factors can cause issues, a small number of errors account for the majority of problems. The next slide outlines the three main causes of data quality issues and provides guidance on how to avoid them.

# Common Issues



## STS Issues:

As in the test environment, all input files should be uploaded to the to\_xpn area of your STS account. Database amendments should be loaded to the subfolder to\_xpn/Project.

If you encounter any issues with logging in or notice anything unexpected, please contact the Global File Transfer team.



## Invalid Format:

As you know, the records we receive must be in a set "flat file" format, with specific values in designated fields. If we encounter discrepancies in a small number of records, we will remove them before processing to prevent incorrect values from being loaded.

This removal will result in the record not being updated for that month, causing a noticeable delay in the file updating the bureau



## Invalid Character:

Our bureau processes data in ANSI ASCII format, which cannot accommodate certain characters. Invalid characters often include accents, umlauts, ampersands, and some rare punctuation marks.

These characters can cause format issues, leading to the record being rejected in the same way.

