

Troubleshooting Guide for RTGS File Upload

File Type	Issue	Error Message	Workaround
RTGS	Workflow error when migrating from FundsDirect to RTGS, this occurs when the customer previously used Funds Direct and are now using ACH.	No error message, the workflow selection field will be blank	Complete and submit the form to Relationship/Branch Manager
RTGS	Branch information blank Branch information incorrect format	row# : Bank Branch required row#: Bank Branch must be 5 numeric characters	Ensure correct format: Bank Branch Example: 002 50575 which represents BNS New Kingston
RTGS	Bank ID missing Bank ID incorrect format	row# : Branch ID required row#: Bank ID must be 3 numeric characters	Ensure correct format: Bank Branch Example: 002 50575 which represents BNS New Kingston
RTGS	Beneficiary account number missing	row#: Beneficiary account number required	Ensure the beneficiary account number is entered in the row indicated
RTGS	Beneficiary name missing	row#: Beneficiary name required	Ensure the beneficiary name is entered in the row indicated
RTGS	Transaction amount blank or 0	row#: transaction amount must be greater than 0	Ensure a transaction amount is entered in the row indicated or the amount is greater than 0.