

# AEP

## Monthly claim file submissions

Guide for Accredited Employers

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DATE: 1 December 2021



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He Whakaora.**  
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# Submitting AEP Monthly claim files via MyACC for Business

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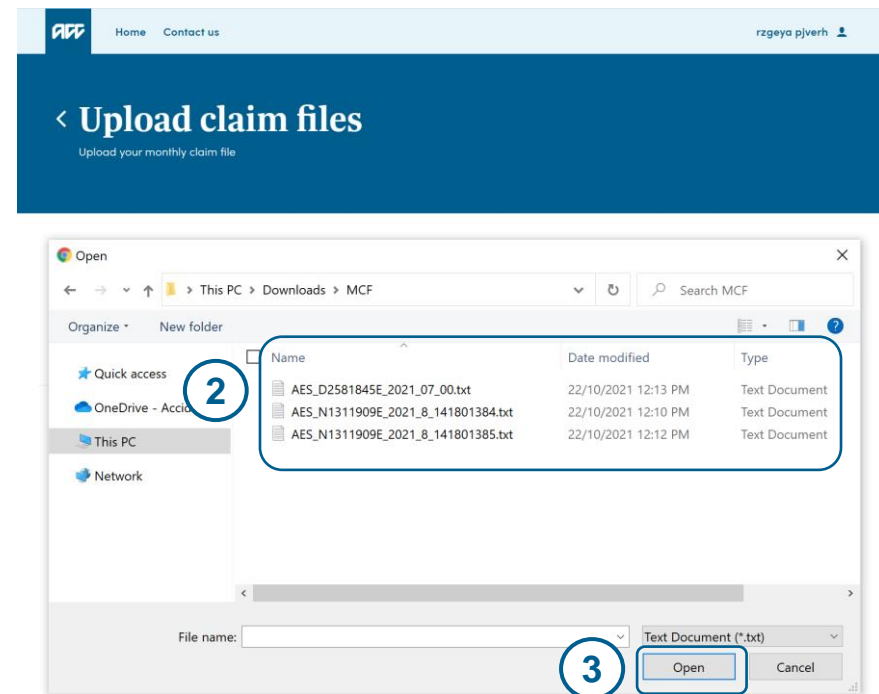
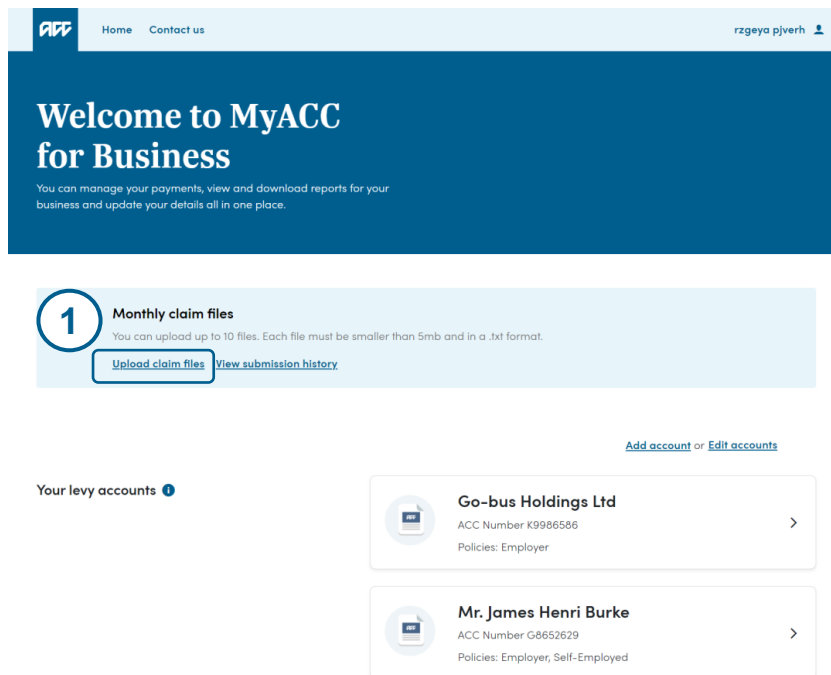
What you can do from MyACC for Business:

- Select and upload your claim files
- Receive status after submitting
- Download any error report
- View your submission history

# Select and upload your monthly claim file

After you have signed in to MyACC for Business

1. Click [[Upload claim files](#)]
2. Select the files from your computer (a maximum of 10 files at a time)
3. Click [[Open](#)]



# Select and upload your monthly claim file cont'd

4. After you have selected the files, some initial validation checks will be run as follows:

- File type: file extension must be a TXT, e.g. ACCclaims072021.TXT
- File size: size of each file must be less than 3.5 Mbytes
- Virus scanning: each file is scanned for virus.

5. Validation errors will be displayed on the screen.

- If any of the files has failed the validation, you must remove it before submitting. Click [[Remove](#)].

6. Click [[Submit](#)] after you have removed the files with validation errors.

The screenshot shows the 'Upload claim files' page. At the top, there's a navigation bar with the ACC logo, 'Home', 'Contact us', and a user profile 'rzgeya pjverh'. The main heading is '< Upload claim files' with the subtext 'Upload your monthly claim file'. Below this, a section titled 'Claim files' states: 'You can upload up to 10 files. Each file must be smaller than 5mb and in a txt format. Remove files with errors before submitting.' There is a button 'Add another claim file'. A table lists the uploaded files:

File Name	Size	Action
AES_D2581845E_2021_07_00 - Copy.csv	75KB	<a href="#">Remove</a>
AES_N1311909E_2021_8_141801385.txt	3KB	<a href="#">Remove</a>
AES_N1311909E_2021_8_141801384.txt	3KB	<a href="#">Remove</a>
AES_D2581845E_2021_07_00.txt	75KB	<a href="#">Remove</a>

Below the table, there is a 'Cancel' button and a 'Submit' button. A red error message is displayed next to the first file: 'File must be a text file and/or extensions must be a .TXT'. Numbered callouts 4 and 5 point to the error message and the 'Remove' button respectively. Numbered callout 6 points to the 'Submit' button.

# After claim files have been submitted

Your files will then be checked for any data errors.

1. Once your files have been processed, your submission results are displayed.
2. An error report will be available for any claim files which have data errors.
3. You can download the error report by clicking [Download error report](#).
4. Click [\[Done\]](#) when you have finished reviewing the submission results.

## Claim file submission results

### Submission results

The submission process may take up to 24 hours. If you would like to track these submissions further, please check the submission history page.

#### 3 failed submissions

Download the error report to find out what needs to be resolved before uploading again.

❌ AEP_MyA4B_Jinson_Test1Pass1.txt	0KB	<a href="#">Download error report</a> ⬇
❌ 3MB_File1 - Jinson.txt	2995KB	<a href="#">Download error report</a> ⬇
❌ 3MB_File4 - Jinson.txt	2995KB	<a href="#">Download error report</a> ⬇

#### 2 pending submissions

These files are currently being processed.

🔄 3MB_File2 - Jinson.txt	2995KB
🔄 3MB_File3 - Jinson.txt	2995KB

#### 2 successful submissions

✅ AEP_MyA4B_Jinson_Test2Pass2.txt	0KB
✅ AEP_MyA4B_Jinson_Test3Pass3.txt	0KB

[Add more claim files](#)

# View your submission history

After you have signed in to MyACC for Business:

1. Click [[View submission history](#)]

The screenshot shows the MyACC for Business dashboard. At the top, there is a navigation bar with the ACC logo, 'Home', 'Contact us', and a user profile 'rzgeya pjverh'. The main header area is blue and contains the text 'Welcome to MyACC for Business' and a sub-header 'You can manage your payments, view and download reports for your business and update your details all in one place.' Below this, there is a section for 'Monthly claim files' with a sub-header 'You can upload up to 10 files. Each file must be smaller than 5mb and in a .txt format.' This section contains two links: 'Upload claim files' and 'View submission history'. The 'View submission history' link is highlighted with a red circle and the number 1. Below this, there is a section for 'Your levy accounts' with a sub-header 'Add account or Edit accounts'. This section contains two accounts: 'Go-bus Holdings Ltd' and 'Mr. James Henri Burke'. Each account card shows the ACC Number and Policies.

Home Contact us rzgeya pjverh

## Welcome to MyACC for Business

You can manage your payments, view and download reports for your business and update your details all in one place.

### Monthly claim files

You can upload up to 10 files. Each file must be smaller than 5mb and in a .txt format.

[Upload claim files](#) [View submission history](#) 1

[Add account](#) or [Edit accounts](#)

#### Your levy accounts 1

**Go-bus Holdings Ltd**  
ACC Number K9986586  
Policies: Employer

**Mr. James Henri Burke**  
ACC Number G8652629  
Policies: Employer, Self-Employed

# View your submission history (cont'd)

All the claim files you have submitted and their submission status are displayed on this screen.

You can

1. Enter a date range to search for your claim files uploaded from MyACC for Business
2. Download the error reports

## < Monthly claim file

Upload monthly claim files and view history for your accredited employers

Upload claim files

### Submission history

Select date range to search

From  To   
Format is DD MMM YYYY

1

Date	Time	File name	Result	Error report
19 Nov 2021	03:31pm	3MB_File2 - Jinson .txt	<span>❌ Error</span>	<a href="#">Download</a>
19 Nov 2021	03:31pm	3MB_File4 - Jinson .txt	<span>❌ Error</span>	<a href="#">Download</a>
19 Nov 2021	03:31pm	3MB_File1 - Jinson.txt	<span>❌ Error</span>	<a href="#">Download</a>
19 Nov 2021	03:31pm	AEP_MyA4B_Jinson_Test1Pass1.txt	<span>❌ Error</span>	-
19 Nov 2021	03:31pm	3MB_File3 - Jinson .txt	<span>⌚ Pending</span>	-
19 Nov 2021	03:31pm	AEP_MyA4B_Jinson_Test3Pass3.txt	<span>✅ Success</span>	-
19 Nov 2021	03:31pm	AEP_MyA4B_Jinson_Test2Pass2.txt	<span>✅ Success</span>	-

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# Error messages

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	Error message	What should you do
1	Invalid file name.	Remove the file. Remove any invalid characters (e.g. / \ : * ? < >   ) from the filename before uploading again.
2	The file type must be txt.	Remove the file. Make sure the file extension is txt before uploading again.
3	The file size must be 3.5 Mb or smaller.	Remove the file. Reduce the file size to under 3.5 Mb before uploading again.
4	A virus has been detected.	Remove the file. Report the issue to your IT department.
5	Maximum number of files can be uploaded is 10 each time.	Do not select more than 10 files at a time.



## Contact us

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