# Common CSV importing errors

**How to find and fix them**

June 2025

Royal Bank of Scotland

Tomorrow begins today

# Contents

# Finding errors and warnings

## General errors that stop the import

When you're importing a file into Bankline, you might get an error that won't allow you to complete and import the file. This is usually when you have an incorrect file format or file extension. Take a look at [How do I create an import file?](#) for more information.

## Finding errors and warnings

If you're able to import a file but it still has errors or warnings in it, you'll see the status **'Imported with errors'.** This guide explains these errors.

To find them in your file in Bankline:

1. Go to 'Payments' then 'Import payments'.
2. Find the file you imported (you'll see 'Imported with errors' in the status column).
3. Select the file reference number in the left-hand column.
4. Scroll down and select 'View errors/warnings'.

Under the 'Payment ref' column, you can select the payment reference number to see the full details. You might have multiple rows of errors for the same reference, meaning there's more than one error/warning on that individual payment.

## Errors and warnings – What's the difference?

Under the 'Message' column, you'll see the list of error or warning descriptions.

- **Errors** prevent a payment from being approved and made. They need fixing before you can approved these payments.
- **Warnings** don't prevent the payment from being approved and made but should be investigated. For example, you might see a warning to let you know a payment is similar to a previous one, just in case it's a duplicate.

# How to use this guide

The next pages list the most common errors that come up when importing in CSV (Comma Separated Value) format and explain how to fix them.

## Handy tip

You can use the keyboard shortcut **CTRL F** to find your error in the list.

1.  Press the **CTRL** key together with the F key and a 'find box' will appear.

2.  Type a few words from the error you're getting, and press enter or the 'find next' button.

3.  This will jump to where those words are found in the document. Select 'find next' or enter again and it will jump to the next instance.

You'll also find links for more support with importing at the back of this guide.

# Common errors (1/7)

| Error | What it means and how to fix it |
|---|---|
| Your import file is not in a recognised format for Bankline. Please check your file. Correct any errors and resubmit | The import file needs to have an extension of.txt.<br><br>This means it is a text document and would open in notepad NOT as a spreadsheet.<br><br>For more information see How do I create and convert a CSV import file? |
| Your file cannot be imported as it contains formatting errors. Record 1 – Template for the Reference (Name used in file) is not found or not active. | This means the file you are importing is to match with an existing template or bulk list, but the name you have quoted in the file, does not match with any existing bulk list or template in Bankline.<br><br>Check field T003 in your file, this should match the name of an existing bulk list or template saved in Bankline. |
| Please enter the name of the file you wish to import, or use choose file to locate it | You haven't specified the file you want to import. Click choose file to locate it on your computer.<br><br>You can type the file name, but by clicking choose file, you are ensuring that the file is being picked up from the correct location and that it has not been deleted or moved on your computer. |
| File not found. Please correct the name or use choose file to locate the correct file | Bankline can't find the file you've specified. Please check you've entered the name correctly. We strongly recommend using 'choose file' to locate it on your computer.<br><br>By clicking choose file, you are ensuring that the file is being picked up from the correct location and that it has not been deleted or moved on your computer. |
| Your file cannot be imported as it contains formatting errors. Record 2 (Could be any field) – Field contains invalid date. Acceptable date format is DDMMYYYY | Your file contains an invalid date format. Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'choose file'.<br><br>The only acceptable date format is DDMMYYYY. |

# Common errors (2/7)

| Error | What it means and how to fix it |
|---|---|
| Your file cannot be imported as it contains formatting errors. Record 2 – Field is too long | Your file contains a field with too much data in it. Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'choose file'<br>For maximum field lengths see our Full technical CSV guide second column from page 14 to 45 (depends on the field) and remember:<br>• 'a' denotes that the field.<br>• 'n' denotes that the field is numeric.<br>• 'x' denotes that the field is alphanumeric. |
| Your file cannot be imported as it contains formatting errors. Record 2 (Could be any field number) – Field contains non-numeric data | Your file contains a field which has alphabetical data where it should have only numeric data. Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'choose file'.<br>For Information on what fields are numerical, alphabetical or alphanumerical see our Full technical CSV guide second column from page 14 to 45 (Depends on the field) and remember:<br>• 'a' denotes that the field.<br>• 'n' denotes that the field is numeric.<br>• 'x' denotes that the field is alphanumeric. |
| Your file cannot be imported as it contains formatting errors. Record 2 (Could be any record number) – Field should not be present | Your file contains an extra field. Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'choose file'.<br>Here's the file lengths that are supported in Bankline, and the header fields you'll need.<br>• 79 Commas (H001-H003 T001-T077).<br>• 84 Commas (H001-H003 T001-T082).<br>• 142 Commas (H001-H003 T001-T140).<br>• 176 Commas (H001-H003 T001-T174). |
| Content of file for extension is not expected | The content of your file is not in the format that matches your file extension type, for CSV files the extension should be.txt, and inside the file the format should be CSV (Comma Separated Value).<br>See How do I create and convert a CSV import file? |

# Common errors (3/7)

| Error | What it means and how to fix it |
|---|---|
| Beneficiary Reference should not be present | In the case of CHAPS payments, the 'beneficiary reference' (Field T034/excel column AK) should not be there because the 'information for the beneficiary line 1' (Field T037/excel column AN) replaces it. |
| Your file cannot be imported as it contains formatting errors on line 1. (Could be any line?) | The commas within the file are incorrect on line 1 (could be any line) within the import file. Please note that you could have errors on more than one line, but Bankline will only tell you the first line that it finds with an error, when you correct this line and try to import it again, it will then find the next line with an error and so on, it is therefore worth checking the whole file before attempting to import it again, as it is often the case if you have a missing comma or an additional comma on one line, you probably have this mistake on every line. Here's the file lengths that are supported in Bankline, and the header fields you'll need. <br> • 79 Commas (H001-H003 T001-T077). <br> • 84 Commas (H001-H003 T001-T082). <br> • 142 Commas (H001-H003 T001-T140). <br> • 176 Commas (H001-H003 T001-T174). |
| This file may be a duplicate of one recently imported. Please check before importing it. | Your file has the same name, size and number of payments as another one imported within the last six days. Please check you're not trying to import payments which have already been made. **OR** The import file contains a payment that is very similar to one that's been imported before. Such as reference, payment amount or number of beneficiaries etc. Please check you are not making duplicate payments. Changing the file name will resolve these errors, if you are confidant, you're not duplicating payments. |
| Error – File transfer validation has failed. | You are attempting to import a payment file with a beneficiary sort code of 000000. This may also be displayed if the date of the payment is completely wrong for example a date in 1968. |

# Common errors (4/7)

| Error | What it means and how to fix it |
|---|---|
| Your file cannot be imported as it is an unsupported file type. Please ensure that the file you are importing is a text (.txt) file | Bankline can import different file extensions, however, the file you specified isn't a text file. Save the file on your computer as a.txt file and try again.<br><br>Bankline does accept other file formats & extensions see 'What file formats and file extensions does Bankline importing accept' |
| Your file cannot be imported as it contains formatting errors. Record 2 (Could be any record number) mandatory field should be present | The file you're trying to import is missing mandatory fields or information<br><br>For Information on what fields are mandatory see our Full technical CSV guide from page 14 to 45 (Depends on the field) and remember:<br>• 'M' denotes that the field is mandatory.<br>• 'O' denotes that the field is optional.<br>• 'C' denotes that the field is conditional.<br>• '-' denotes that the field should not be present.<br>Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'choose file'. |
| Rejected – Bulk List reference for record 1 already exists | The new bulk list you are trying to import into Bankline has the same name as a bulk list that already exists within Bankline.<br>Please correct your file by changing field T003, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'Choose File'. |
| The beneficiary has switched to a new bank and payments can no longer be made to this account. | The payee account has switched (Moved), or is in the process of being switched (Moved) to another bank, therefore payments can no longer be made to this account and you will need to contact the payee to obtain new bank account details.<br>Please contact them on a number you have sourced yourself from either an official document from them or internet search. |

# Common errors (5/7)

| Error | What it means and how to fix it |
|---|---|
| Rejected – Beneficiary name on record 13 (Could be any record number) doesn't match bulk list template | The name of the payee in the import file doesn't match the name of the payee in the bulk list within Bankline. |
| | If you're trying to match the payments to an existing bulk list within Bankline, you need to make sure that all the details in the file match the details already stored in Bankline. |
| | If you're sure the payee name does match, we ask that you delete the payee from the bulk list within Bankline, then add them again, re-name the import file (As Bankline can't accept two files with the same name) and import it again by clicking 'Choose File' |
| | If you're wanting to import an Ad Hoc Bulk Payments take a look at 'What payment types can I import into Bankline' also see 'What is an ad hoc bulk payment and how do I set up access? |
| Your file contains a bulk payment with more than one credit for the same beneficiary | This error will only occur on bulk lists payments to an existing bulk list within Bankline. |
| | The bulk list import file has more than one person in it with the same beneficiary identifier (Not sortcode and account number). The beneficiary identifier has to be unique for each beneficiary, such as their payroll number or reference. |
| | If you're trying to pay the same person two separate times, i.e.,; for wages and separately for expenses, then you will either need to create them twice in the bulk list within Bankline, giving them a different beneficiary identifier. Or, you'll need to import the file with only one payment to them at a time. |
| | **NOTE:** This error does not happen on ad hoc bulk payments, as these do allow the same payee to be paid multiple times in one file. You might find What is an ad hoc bulk payment and how do I set up access? useful too. |
| Your preferences do not permit payments to the selected destination country | One of the destination countries in a payment in your file is not set up as a country you can make payments to. If you're an administrator and have access to administration, then payment preferences you can update the list of available countries for international payments to be sent to. See 'How do I add a country to the list of destination countries that international payments can be made to?' for more information on how to change your list of countries. |

# Common errors (6/7)

| Error | What it means and how to fix it |
|---|---|
| File rejected – Not in correct format for payments. Files you've recently imported are listed below. | You're attempting to import a new bulk list or template of payee details only, through import payments, instead of manage bulk lists/templates screens.<br>To import a bulk list of payees go to Payments > Manage bulk list and click 'import a bulk list' at the bottom right then click 'choose file'.<br>To import templates you'll need to go to original Bankline first, then payments, manage templates, import a template at the bottom right. Then click 'choose file'. |
| Your file cannot be imported as it contains formatting errors. Record 1 (Can be any record number) – Field Account with Bank BIC/NCC Identifier contains an incorrect value of '000000'. | This means you have entered an invalid sort code to send the money to. |
| Error on Record 1 (Could be any record number) – Mandatory field template reference should be present. | You are trying to import a bulk list or template payment and the template reference field, T003 (Column F in Excel) is mandatory.<br>If you are importing a new template or bulk list – This field will become the name of that template or bulk list in Bankline.<br>If you are importing payments to an existing template or bulk list, this field should contain the name of the existing template or bulk list within Bankline that you want the payment to be made from. |
| Rejected – Beneficiary for record 2 (Could be any record number) not found | The beneficiary on the 2nd line (Could be any line) of the import file does not exist on the Bankline bulk list you are trying to import into. You will only get this error on payments to be made from a bulk list that already exists in Bankline, you can import an Ad Hoc Bulk Payment, which does not correspond to a bulk list already in Bankline.<br>You might find What is an ad hoc bulk payment and how do I set up access? and Ad Hoc Bulk Payments – Bite-sized Guide useful too. |

# Common errors (7/7)

| Error | What it means and how to fix it |
|---|---|
| Your imported record contains invalid characters | The most common errors we see here are the use of apostrophes in Faster Payments such as in names like O'Neil, change this to ONeil, For CHAPS the use of the & sign, such as Mr & Mrs Smith, change this to Mr and Mrs Smith.<br><br>For Faster Payments (Including bulk list) and sterling transfers between your own accounts (IAT) payment types, any free format fields are limited to the following character set:<br><br>A B C D E F G H I J K L M N O P Q R S T U V W X Y Z<br>0 1 2 3 4 5 6 7 8 9 . - / &<br><br>For CHAPs, currency transfers between your accounts (IAT) payment types, any free format fields are limited to the following character set:<br><br>A B C D E F G H I J K L M N O P Q R S T U V W X Y Z<br>a b c d e f g h i j k l m n o p q r s t u v w x y z<br>0 1 2 3 4 5 6 7 8 9 . - / ? : ( ) , + '<br><br>Please correct your file, re-name the file (As Bankline can't accept two files with the same name) and import it again by clicking 'Choose File'. |
| Your file cannot be imported as one or more debit accounts contained within the file are not registered to you in Bankline. | You don't have Bankline access to the debiting bank accounts in the file you're trying to import.<br>Please check you're importing the right file and if so, either arrange for your administrator to give you Bankline access to the debiting bank accounts (They can see how to do this in How do I assign an account to a customer role?)<br>Or you can ask someone with Bankline access to the debiting accounts to import the file.<br>Or the administrator may not have added the debiting account to Bankline, they can find out how to do this in How do I register a new account in Bankline? |

# Help with importing

For more help on importing into Bankline, take a look at the links below.

[Bankline Help and Support](#)

[Bankline Support Guides](#)

[Ad hoc bulk payments bite sized CSV guide](#)

[Faster Payments bite sized CSV guide](#)

[Full technical CSV importing guide](#)

[How do I create an import file?](#)

[What's an 'ad hoc bulk payment'?](#)

[Can I import more than one record in a single file?](#)