



RDSP

Understanding error codes and refusal reasons

Registered Disability Savings Plan (RDSP)



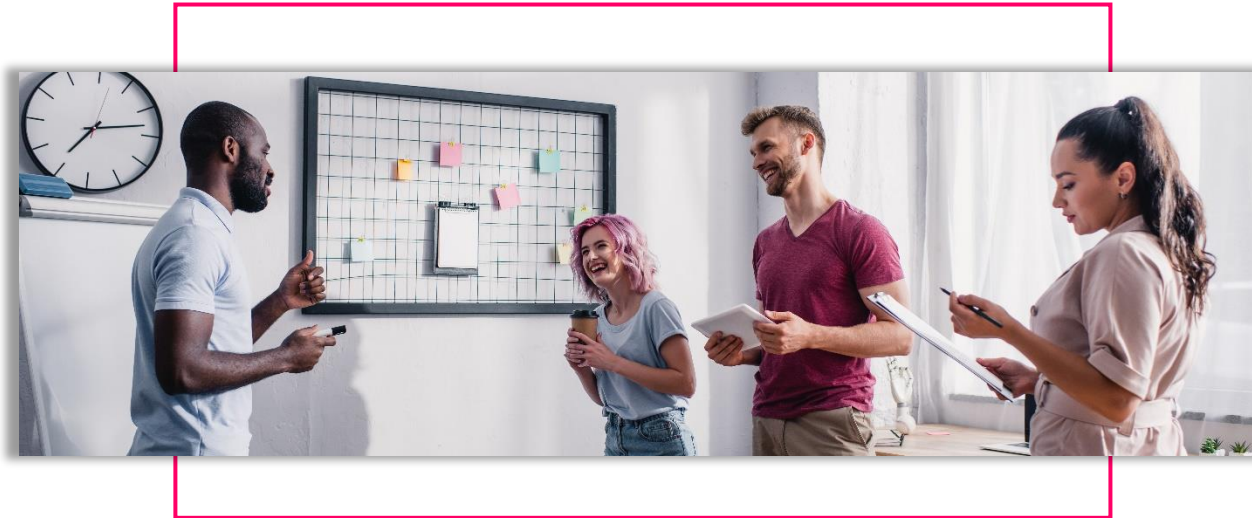
An **RDSP** is a long-term savings plan intended to help Canadians with severe and prolonged disabilities save for the future

The Canada Disability Savings Program's (**CDSP**) System

RDSP Provider User Guide

Appendix A Understanding Error Codes

Appendix B Understanding Refusal Reason



Evaluation





Registered Disability Savings Plan (RDSP)

Questions on the Canada Disability Savings Grant (CDSG)
and the Canada Disability Savings Bond (CDSB)

- email: rdsp-reei@hrsdc-rhdcc.gc.ca
- call: **1 866 204-0357**
- visit: Canada.ca/RDSPresources





Training material



Canada Disability Savings Program System

Interface Transaction Standards

ITS Version Number: **3.2**
Version Date: June 2020
Latest Update: May 2020



Registered Disability Savings Plan (RDSP)



RDSP

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Registered Disability Savings Plan (RDSP)



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The Canada Disability Savings Program's (CDSP) System

RDSP Provider User Guide
Appendix A Understanding Error Codes
Appendix B Understanding Refusal Reason

<http://reei-rdsp.services.gc.ca/en/index.html>



Issuer transaction reference sheet
Appendix A & B of the RDSP Provider User Guide

RDSP Provider User Guide

APPENDIX

A

Understanding Error Codes

Employment and Social Development Canada (ESDC) is responsible for the administration of the Canada Disability Savings Grant (grant) and the Canada Disability Savings Bond (bond). The Canada Disability Savings Program (CDSP) system provides the delivery mechanism and necessary system supports for the effective administration of the grant and bond.

This document explains Error Codes generated in response to transactions rejected by the CDSP system and provides guidance on how to resolve them.

For additional technical information, consult the Interface Transaction Standards (ITS).

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Understanding Refusal Reasons

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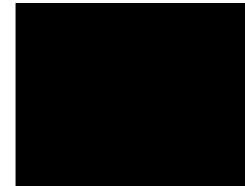
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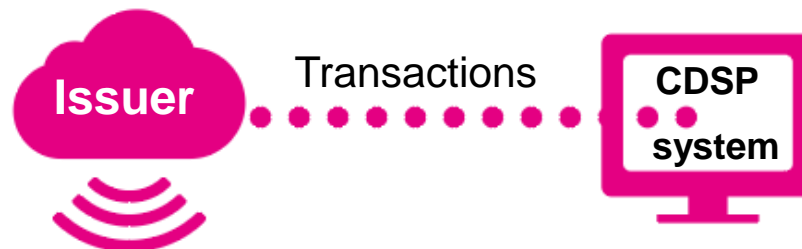
**CDSP system
response to
transactions**











CDSP system responses to transactions

Here are all the different files
ESDC sends issuers:



Files

-  Error (.err)
-  Transaction Processing (.pro)
-  Contract Status (.reg)
-  SIN Usability (.sur)
-  Transfer Information Extract (.xfr)
-  Beneficiary DTC Eligibility (.dct)



○ **CDSP system
validation
process**

Order of processing

1. **Transaction formats**
(validate dates,
mandatory fields, etc.)
2. **Validation rules**
(contract associated
with specimen plan,
SIN must exist in
CDSP system, etc.)

Errors

(sent in the
RT 801 file)

3. **CDSG and CDSB
payment validation**
(age of beneficiary,
annual and lifetime
payment limits, etc.)
4. **CRA-BPD**
(residency, DTC, income)

**Refusal
reason**

(sent in the RT 901
processing file)



Error code

X 4-digit code

- reports rejected transactions

Refusal reason

X 2- digit code

- Transaction Processing File
RT 901



Example scenario (with common problems)



Steve
Holder
PCG

Rachel
receives the
CCB

Maria
is the
beneficiary

RDSP

- Beneficiary information
- PCG on file
- Grant request



○ **Resolving the problems**



Invalid SIN

Error codes: 8105, 8102



DTC not confirmed

Refusal reason: 30



Contract registered

Grant paid

September

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Appendix A & B of the RDSP Provider User Guide

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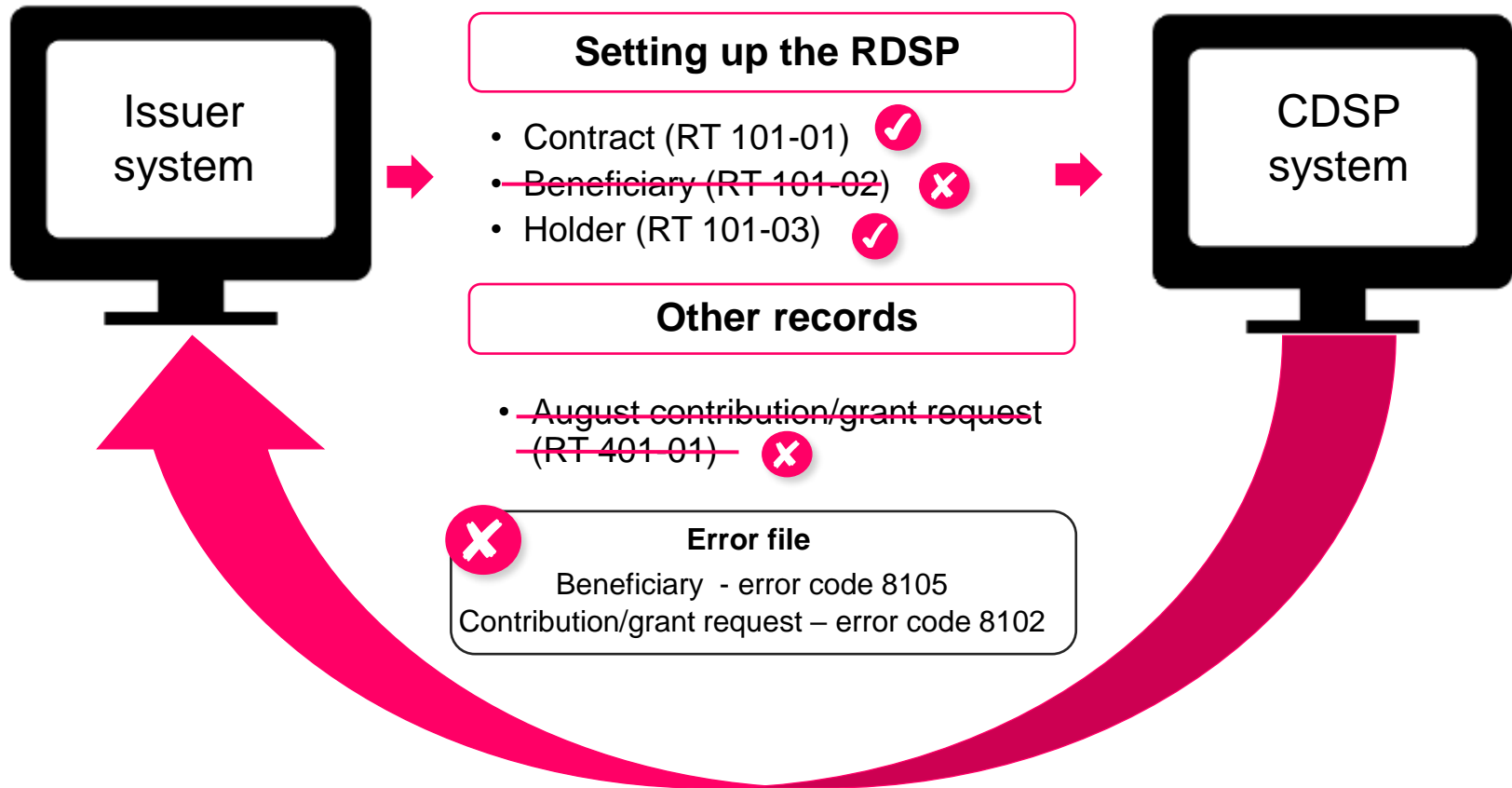
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- **CDSP system files** September processing period

Generated in August





○ **Error code 8105** Invalid SIN



CDSP system response to:

- Beneficiary information: TT 101-02

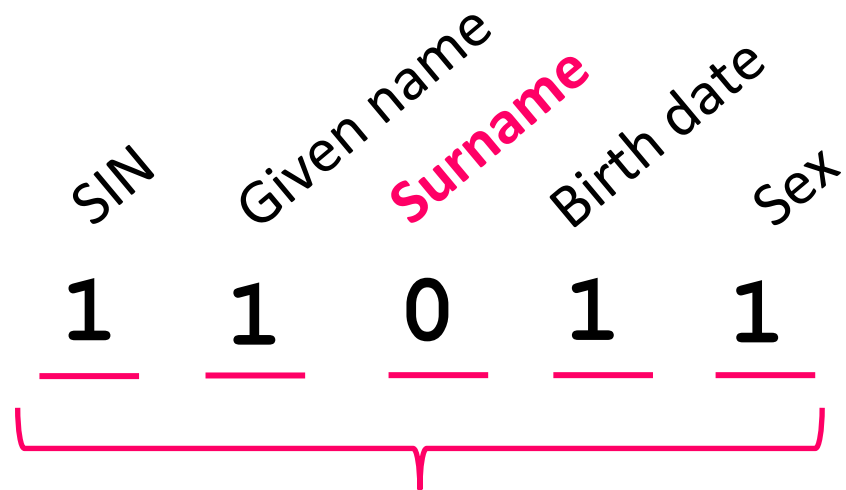
RT 801

SIN

8105

Field name 42-71

Error code 72-75



SIR validation results
(76-80)



Appendix A: Understanding error codes (8105)

Appendix A: Understanding Error Codes

8102 Is not identified in the CDSP system	A record was submitted with a field that cannot be matched with existing data in the CDSP system. This error code applies to most transaction records that require matching with data associated to an existing
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8105 Invalid SIN

One or more of the following five fields of the SIN information did not pass validation requirements:

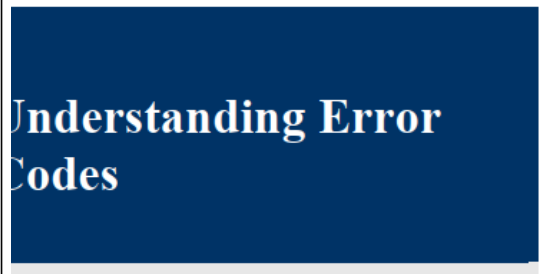
- SIN
- given name
- surname
- date of birth
- sex

RESOLUTION: Ensure that the SIN information provided by the holder matches the data that was submitted. The CDSP system validates the SIN information with the Social Insurance Register (SIR).

Consult the error file (RT 801) for information on which of the five fields have failed SIR validation. If necessary, contact the holder to validate the information (including spelling).

If the data originally submitted appears to be correct, refer the holder to the SIR to verify the information that they have on record.

If the data originally submitted appears to be correct, refer the holder to the SIR to verify the information that they have on record.



Description

At least one of the five SIN fields does not match at SIR

Resolution

Re-submit
 TT 101-02 TT 101-01
 TT 101-03



- **Error code 8102** Is not identified in the CDSP system



CDSP system response to:

- Contribution/grant request (August): TT 401-01

RT 801

Beneficiary

SIN

8102

Contribution
(August)

Field
name
42-71

Error
code
72-75



Appendix A: Understanding error codes (8102)

8102

Is not identified in the CDSP system

A record was submitted with a field that cannot be matched with existing data in the CDSP system. This error code applies to most transaction records that require matching with data associated to an existing contract.

The following fields can be affected by this error code:

- the issuer BN
- the specimen plan
- the beneficiary and holder Social Insurance Number (SIN) information
- the contract number

RESOLUTION: Ensure that the data corresponds to data previously validated by the CDSP system for the existing RDSP.

Description

The beneficiary is not established in the CDSP system

Resolution

Establish the beneficiary and re-submit transactions

social Canada

and matches the SIN provided by the client(s). In addition to the SIN itself, the Given Name, Surname, Date of Birth and Gender associated with the submitted SIN should match information held by the Social Insurance Registry (SIR). Refer to the Error Report record (RT 801) for information on which SIN field has caused the error. If necessary, contact the client(s) to validate the information that they provided.

If the data originally submitted appears to be correct, refer the client(s) to the SIR so they can verify what information they hold.

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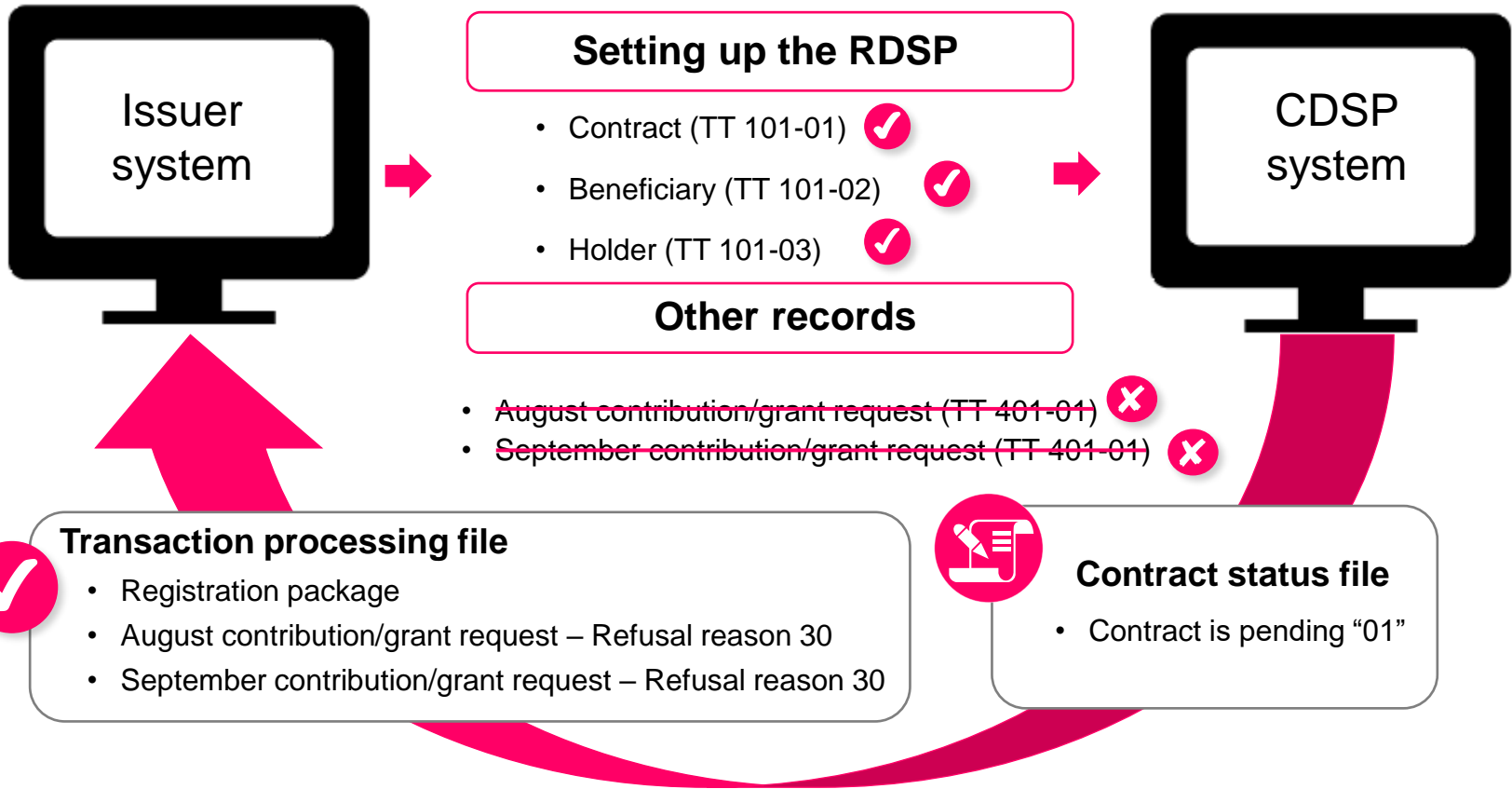
A

Understanding Error Codes



CDSP system files October processing period

Generated in September





Refusal reason 30

DTC not confirmed



CDSP system response to:

- Contribution/grant request (August): TT 401-01
- Contribution/grant request (September): TT 401-01

RT 901

000000000.00

30

Contribution (August)

RT 901

000000000.00

30

Contribution (September)

Grant amount
34-45

Refusal reason
66-67



Appendix B: Understanding refusal reasons (30)



REFUSAL REASON	EXPLANATION
30 Beneficiary DTC eligibility not confirmed	DTC eligibility has not been confirmed by CRA for the beneficiary in the year which the transaction occurred. RESOLUTION: Refer the holder to CRA to confirm DTC.
32 Beneficiary DTC eligibility not confirmed for 2 or more consecutive non-election years	DTC eligibility has not been confirmed by CRA for the beneficiary for two or more consecutive years where an election has not been submitted. RESOLUTION: Refer the holder to CRA to confirm DTC.
33 Beneficiary DTC eligibility not confirmed for 5 or more consecutive years	DTC eligibility has not been confirmed by CRA for the beneficiary for five or more consecutive years regardless of a DTC election. RESOLUTION: Refer the holder to CRA to confirm DTC.
99 Other	Used only in special cases. RESOLUTION: Information provided as these cases occur.

Description	Beneficiary DTC eligibility not confirmed
Resolution	Confirm the PCG (annex B and TT 202-01)



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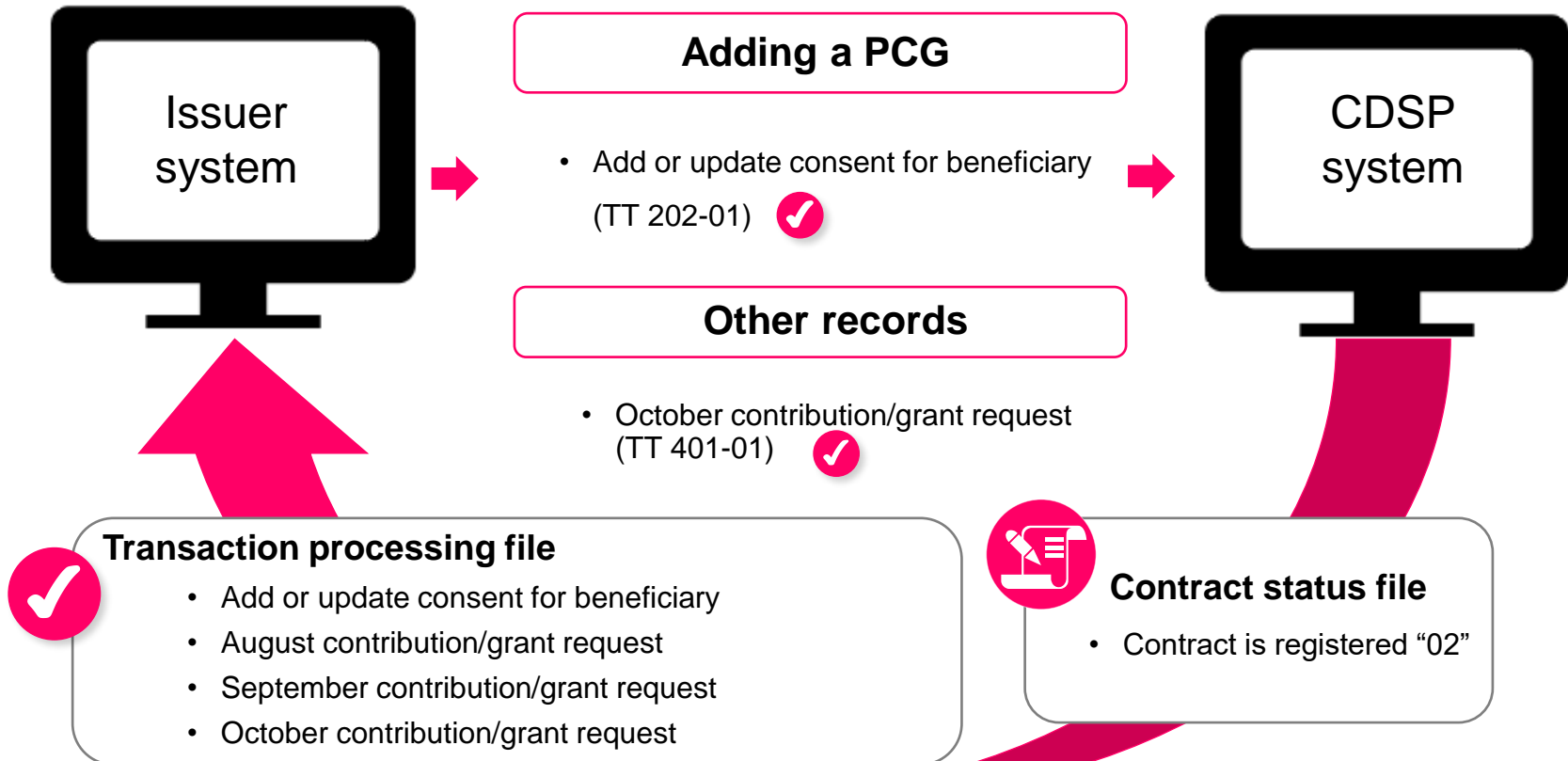
B

Understanding Refusal Reasons



○ **CDSP system files:** November processing period

Generated in October





Training material

Canada Disability Savings Program

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In

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Interface Transaction Standards (ITS)



Registered Disability Savings Plan (RDSP)

CDSP system overview and reports

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Q u e s t i o n s

Q u e s t i o n s





Reference tools

- Systems Documentation
- User Guide and Publications
- Forms
- Training

Canada.ca/RDSPresources







**Thank
you**