

Troubleshooting Guide for e-Link File Upload

File Type	Issue	Error Message	Workaround
e-Link	Employee ID field required	File structure error	If employee does not have an ID, customer may enter generic ID for Employee ID. This can be alphanumeric and must be up to 6 characters
e-Link	Exported file from customers' payroll system has additional rows and columns.	File structure error	Delete the additional rows and columns (see sample eLink file).
e-Link	File converter dropping 0's which leads to an incorrect field/row length	File structure error	Ensure that the affected cell/file format is formatted as text. Commonly affected cells are(AC#, Financial ID, Originator ID)
e-Link	C:Drive salary folder missing	Debugger message	Ask the customer to Create folder on the C:\ Drive named salary
e-Link	Bank/Branch ID incorrect	Row#: does not contain valid Financial ID	Ensure Bank Branch format is correct . Example: 077 035 which represents NCB New Kingston
e-Link	No E-Link file template/generator available	N/A	Create Elink file by using the E-Link generator located at jncb.com >Business> Online Banking> Supporting Documents> eLink
e-Link	Selected incorrect file type for upload	File structure error	Select the correct file type for upload. Choose from either eLink, ACH or RTGS
e-Link	Workflow approvers not appearing	No error message, the workflow approvers field will be blank	Ask the customer with approval authority to send reference number, date and transaction amount to Business Banker/Relationship Manager/Branch Manager for dispatch to the Branch Manager for manual override. Then complete 'NCB Online Banking Workflow Approval form' to update workflow.
e-Link	Credit Card Numbers being rejected Example: Keycard Cash	No error message, the file is accepted as normal, however transaction within the file will be flagged as rejected	Ask the customer with approval authority to send Reference Number, Date, and Transaction amount to Business Banker/Relationship Manager/Branch Manager for manual override.
e-Link	Unable to generate eLink File	File structure error	Call Customer Care or email E-Channel support at EDS@jncb.com