

XML Format Interface Specification For Centrelink Confirmation eServices Batch Enquiry System (CCeS BAT)

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1 Introduction

1.1 Purpose of the document

1. The purpose of this document is to provide Business Partners with detailed technical specifications for the format of CCeS BAT XML files. The specifications will allow Business Partners to submit correctly formatted and validated XML files to the Centrelink Confirmation eServices Batch Enquiry system (CCeS BAT).

1.2 Definitions, acronyms and abbreviations

Abbreviations/Acronyms	Definition
CCeS	Centrelink Confirmation eServices
BAT	Batch Enquiry component of CCeS
CRN	Centrelink Reference Number
File ID	File identifier construct used solely for DVA customers
SLA	Service Level Agreement
DTD	Document Type Declaration
MRCA	Military Rehabilitation Compensation Act

1.3 References

1. Bryan, Martin 1997, *SGML and HTML Explained*, 2nd edn, Addison-Wesley Longman Limited, England.
2. 1991, Centrelink Social Security Act
3. IEEE std 1016-1987, Architectural Design Description (ADD).

1.4 Overview of Document

1. This document will contain the following information:
 - Overview of CCeS BAT
 - DTD Validation
 - File types
 - Levels of error handling
 - Detailed descriptions of XML request, response and rejection components
 - File samples.
 - DTD version change requirements
2. The presentation and interpretation of XML files is the responsibility of the Business Partner.
3. Before negotiating your Characteristic Profile with Centrelink, please be aware that personal information shall not be collected by a Business Partner for inclusion in a record, or in a generally available publication unless the information is collected for a purpose that is a lawful purpose directly related to a function or activity of the Business Partner. For further information please refer to the Centrelink CCeS contract Schedule 4, page 34, clause 6.1.

2. CCeS BAT Overview

1. The Centrelink Confirmation eServices Batch Enquiry system allows a Business Partner to submit multiple enquiries about Centrelink and Department of Veterans Affairs' (DVA) customers' details or concession status via a file.
2. A submitted file represents a batch. The turnaround times for batches is dependent on the number of enquiries submitted within the file. Please refer to your Service Level Agreement (SLA) for further information.
3. Currently requests can be submitted via a fixed file format (this provides limited functionality only) and XML format. The XML format is designed to easily grow when new functionality is added to the system. The fixed file format is out of scope for this document (see CCeS BAT FFF Interface Specification).

2.1 XML Overview

1. The XML file format provides the ability to enquire on a customer's details or concession status, or both.
2. When enquiring on a Centrelink customer's details, the system will provide the ability to verify that a crn matches the credentials supplied. Such credentials include name, address and date of birth. XML responses will return results for characteristics based on an organisation's characteristic profile.
3. When enquiring on a Centrelink customer's status, the system will provide the ability to verify the concession entitlement status for a supplied crn. XML responses will return results for characteristics based on an organisation's characteristic profile. When enquiring on a non Centrelink customer's status and details, the system will provide the ability to verify the concession entitlement status and customer details based on supplied customer credentials (for DVA, File ID and name details). XML responses will return results for characteristics based on an organisations characteristic profile.
4. Files are to be submitted using the Centrelink Confirmation eServices Batch Enquiry facility. For further information regarding this facility, please refer to the CCeS User Guide.

2.2 Document Type Declaration (DTD) Validation

1. Business Partners will be required to validate all XML request files prior to submitting the file via the Online Batch Enquiry facility. Files are to be validated using the relevant DTD (see Section 6 Document Type Declarations). DTD's will be versioned according to new releases of the Batch Enquiry system.
2. At this stage, DTD's will be sent to Business Partners for the above validation to occur.
3. Refer to Appendix C, DTD Version Change Requirements, for details regarding DTD changes.

2.3 File Types

1. Request files are to be created as XML files (ie: filename.xml).
2. All files are to be submitted in zipped format (ie: filename.zip). The Batch Enquiry facility will not accept any file in unzipped format.
3. File naming conventions are as follows:
 - 1 Can be mixed case
 - 2 Can be alpha or numeric or a combination of both
 - 3 Maximum of 8 characters
 - 4 No special characters or spaces
4. Files will be returned as zipped XML files, in the formats as stated above.

2.4 Error Handling / Processing

1. There are 3 levels of error processing for XML files submitted via the Batch Enquiry facility, as follows:
 - i. If the submitted XML file fails DTD validation the entire file will be returned unprocessed;
 - ii. Records which fail initial validation such as an incorrect <crn> (Centrelink customers only) or incorrect date formats (DVA and Centrelink customers) will be returned within a Batch Rejection file unprocessed (see *Section 3.4 Rejection File Format*);
 - iii. All remaining records will be submitted for processing. If any of the submitted records **fail to process correctly** they will be returned in the Batch Response file (see *Section 3.3 Response File Format*) with the appropriate <matchFlag> code (see *Section 5 Match Code Values Mapping Table*).

3. XML File Descriptions

1. The following file formats will be described for CCeS BAT XML:

- 5 Request file format (see Section 3.2)
- 6 Response file format (see Section 3.3)
- 7 Rejection file format (see Section 3.4)

3.1 Enquiry Types

1. The CCeS Batch Enquiry system allows for enquiries against the following organisations and their concession entitlements:

- i. Centrelink

- a. Status Request (Refer to Section 3.2.3.5 Status Request Blocks)

This request provides matching against status details for the given Centrelink customer.

- b. Customer Details Request (Refer to Section 3.2.3.6 Customer Details Request Blocks)

This request provides matching against Centrelink customers name and address details.

- ii. DVA - Dept of Veterans Affairs

- a. External Department enquiry (Refer to Section 3.2.3.7 External Department enquiry Blocks)

At present, this request provides matching against Department of Veterans Affairs (DVA) customer details and entitlement.

3.2 Request File Format

3.2.1 Type

1. XML request file submitted by Business Partner via the CCeS Online Batch Enquiry facility.

3.2.2 Purpose

1. The purpose of the XML request file is to allow Business Partners to submit multiple customer enquiries of different types within the one XML formatted file.
2. The request file will contain the following data in the order as outlined below (with the exception of v, vi and vii, the order of these are interchangeable):
 - i. Standard XML declaration
 - ii. DTD declaration
 - iii. Opening XML file element
 - iv. Header block
 - v. 0 to many Status Request blocks (Centrelink only)
 - vi. 0 to many Customer Detail Request blocks (Centrelink only)
 - vii. 0 to many External Dept Request blocks
 - viii. Closing XML file element

The data within the request file must be in the above order, with the exception of v, vi and vii. These components are interchangeable. For example, you may submit *n* custDtlRqst blocks, followed by *n* statusRqst blocks, followed by more custDtlRqst blocks followed by *n* extRqst blocks and so on.

3. The completed XML request file will conform to the DTD referenced in the DTD declaration (see Section 6.1 XML Request DTD).

3.2.3 Detailed Description

3.2.3.1 Standard XML declaration

```
<?xml version="1.0" encoding="UTF-8" ?>
```

1. At present the only valid value for the “version” attribute is 1.0. This attribute will become important when further versions of XML are released.
2. The “encoding” attribute is optional and will default to “UTF-8” if not entered.

3.2.3.2 DTD declaration

```
<!DOCTYPE BatchRequest004 SYSTEM "BatchRequest004.dtd">
```

1. The name (in red) must match the name of the dtd file without the “.dtd” extension.
2. The dtd file name (in green) is the dtd version that the XML file complies to.
3. Refer to Appendix C - ‘DTD Version Change Requirements’ for more detail.

3.2.3.3 Opening XML file element

```
<BatchRequest004>
```

1. The opening XML element name is the same name as the name of the dtd file without the “.dtd” extension.

3.2.3.4 Header block

1. This XML block will contain meta data pertaining to the organisation and the nature of the business at hand. Only one of these XML blocks will be submitted per file. Although this information may not be used initially, it is intended to be used in the future when more applications are making use of the new batch facility.

```
<header>
<system>.....</system>
<timestamp>.....</timestamp>
<userId>.....</userId>
<senderOrgCrn>.....</senderOrgCrn>
<recverOrgCrn>.....</recverOrgCrn>
<senderAbn>.....</senderAbn>
<recverAbn>.....</recverAbn>
<batchInfo>.....</batchInfo>
</header>
```

2. The elements in italics are optional elements.
3. Elements must be attached in the above order.
4. Element descriptions:
 - i. Name: **<header>**
Description: Empty element to encapsulate XML elements pertaining to header information.

Valid Values:	Must contain a <system>, <timestamp>, <userId> in that order. Can contain the optional elements <batchInfo>, <senderOrgCrn>, <senderAbn>, <recverOrgCrn> and <recverAbn>.
ii. Name:	<system>
Description:	Mandatory element which refers to the Centrelink system for which the file is destined, eg: CCS for Customer Confirmation.
Valid Values:	CCS.
iii. Name:	<timestamp>
Description:	Mandatory element containing a timestamp which uniquely identifies the XML request file.
Valid Values:	14 consecutive numeric characters in the format CCYYMMDDHHMMSS.
iv. Name:	<userId>
Description:	Mandatory element containing a valid user id issued to the Business Partner by Centrelink which will be used to submit the XML request file via the CCeS Online Batch Enquiry facility.
Valid Values:	6 to 12 consecutive alphanumeric characters.
v. Name:	<senderOrgCrn>
Description:	Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner submitting the XML request file.
Valid Values:	9 consecutive numeric characters followed by an alpha character.
vi. Name:	<recverOrgCrn>
Description:	Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner receiving the XML request file. For the scope of this document, this element will always contain the Centrelink CRN being 555051297S.
Valid Values:	9 consecutive numeric characters followed by an alpha character.
vii. Name:	<senderAbn>
Description:	Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner submitting the XML request file. Valid Values: 11 consecutive numeric characters.
viii. Name:	<recverAbn>
Description:	Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner receiving the XML request file. For the scope of this document, this element will always contain the Centrelink ABN being 29468422437. Valid Values: 11 consecutive numeric characters.
ix. Name:	<batchInfo>
Description:	Optional element containing free text describing the batch.
Valid Values:	Up to 255 alphanumeric characters.

3.2.3.5 Status Request blocks (Centrelink customers only)

- Each one of these XML blocks will contain data pertaining to a status enquiry about a customer. A XML request file may contain zero to many status request blocks, however, a file must contain at least one status request block, or other enquiry type (See section 3.1 'Enquiry Types').

```
<statusRqst id="...">
  <crn>.....</crn>
  <cnfrmDate>.....</cnfrmDate>
```

```
<pcode>.....</pcode>
<scndryCrn>.....</scndryCrn>
</statusRqst>
```

2. The elements and attributes in *italics* are optional elements, depending on whether the Business Partner is authorised to match on those particular characteristics. If the Business Partner includes these in the XML request file but does not have them in their work unit (characteristic) profile, the values within these fields will be ignored.
3. Elements must be attached in the above order.
4. Element descriptions:
 - i. Name: **<statusRqst>**
 Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a status request for a customer.
 Valid Values: Can contain the optional attribute "id". Must contain a <crn>. Can contain the optional elements <cnfrmDate>, <pcode> and / or <scndryCrn>.
 - ii. Name: **id**
 Description: Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number).
 Valid Values: Up to 34 alphanumeric characters.
 - iii. Name: **<crn>**
 Description: Mandatory element containing a valid CRN issued to a customer by Centrelink. Can contain a child CRN for TPOs who have access to the 'Child CRN' characteristic.
 Valid Values: 9 consecutive numeric characters followed by an alpha character.
 - iv. Name: **<cnfrmDate>**
 Description: Optional element to confirm the customer's concession details as at a particular point in time within the last 24 months. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date used for enquiry will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date used for enquiry will also be the current date.
 Valid Values: 8 numeric characters in the format CCYYMMDD. Dates cannot be more than 24 months in the past and cannot be in the future.
 - v. Name: **<pcode>**
 Description: Optional element containing a valid Australian postcode. If the <crn> element contains a child CRN then any value in the <pcode> element will be ignored.
 Valid Values: 4 numeric characters.
 - vi. Name: **<scndryCrn>**
 Description: Optional element which contains a valid CRN issued to a customer by Centrelink (child or partner CRN). When the <crn> provided in this status request XML block is a card holder and this element is populated, the result indicates if it is linked as a record on that card. If the <crn> element contains a child CRN then any value in the <scndryCrn> element will be ignored.
 Valid Values: 9 consecutive numeric characters followed by an alpha character.

3.2.3.6 Customer Detail Request blocks (Centrelink customers only)

1. Each one of these XML blocks will contain data pertaining to an enquiry about a customer's personal and contact details. A XML request file may contain zero to many customer detail request blocks, however, a file must contain at least one customer detail request block or one other request block (See section 3.1 'Enquiry Types').

```
<custDtlRqst id="...">
  <crn>.....</crn>
  <cnfrmDate>.....</cnfrmDate>
  <firstName>.....</firstName>
  <middleName>.....</middleName>
  <surname>.....</surname>
  <dob>.....</dob>
  <addr>
    <addrLn1>.....</addrLn1>
    <addrLn2>.....</addrLn2>
    <suburb>.....</suburb>
    <state>.....</state>
    <pcode>.....</pcode>
  </addr>
</custDtlRqst>
```

2. The elements and attributes in *italics* are optional elements, depending on whether the Business Partner is authorised to match on those particular characteristics. If the Business Partner includes these in the XML request file but does not have them in their work unit (characteristic) profile, the values within these fields will be ignored.
3. Elements must be attached in the above order.
4. Element descriptions:
 - i. Name: **<custDtlRqst>**
 Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a customer detail request for a customer.
 Valid Values: Can contain the optional attribute "id". Must contain a <crn>. It must also contain one of <addr>, <dob> or <surname>. It can contain the optional elements <firstName>, <middleName>
 - ii. Name: **id**
 Description: Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number).
 Valid Values: Up to 34 alphanumeric characters.
 - iii. Name: **<crn>**
 Description: Mandatory element containing a valid CRN issued to a customer by Centrelink. Must not contain a child CRN.
 Valid Values: 9 consecutive numeric characters followed by an alpha character.
 - iv. Name: **<cnfrmDate>**

Description:	Optional element to confirm a customers address as at a particular point in time within the last 24 months. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date used for enquiry will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date used for enquiry will also be the current date. The confirmation date will not be applied to a customers name or date of birth.
Valid Values:	8 numeric characters in the format CCYYMMDD. Dates cannot be more than 24 months in the past and cannot be in the future.
v. Name:	<firstName>
Description:	If enquiring on a clients name, <surname> is mandatory. <firstName> and <middleName> are optional. For customer's known by a single name, i.e., 'Madonna', the name should be populated in the <surname> element.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. No other characters allowed, eg (&) or full stops..
vi. Name:	<middleName>
Description:	If enquiring on a clients name, <surname> is mandatory. <firstName> and <middleName> are optional. For customer's known by a single name, i.e., 'Madonna', the name should be populated in the <surname> element.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. No other characters allowed, eg (&) or full stops .
vii. Name:	<surname>
Description:	If enquiring on a clients name, <surname> is mandatory. <firstName> and <middleName> are optional. For customer's known by a single name, i.e., 'Madonna', the name should be populated in the <surname> element.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. No other characters allowed, eg (&) or full stops.
viii. Name:	<dob>
Description:	Optional element containing a customer's date of birth.
Valid Values:	8 numeric characters in the format CCYYMMDD. Dates cannot be in the future.
ix. Name:	<addr>
Description:	Optional empty element to encapsulate XML elements pertaining to an address for a customer.
Valid Values:	Must contain an <addrLn1>, <suburb>, <state> and <pcode>. Can contain the optional element <addrLn2>.
x. Name:	<addrLn1>
Description:	Represents the first line of a customers address. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <pcode> are mandatory. Enquiries on overseas addresses cannot be conducted.

- Valid Values: Up to 50 alphanumeric characters. Apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. No other characters allowed, eg (&) or full stops.
- xi. Name: **<addrLn2>**
- Description: Optional element which represents the second line of a customers address. Enquiries on overseas addresses cannot be conducted.
- Valid Values: Up to 50 alphanumeric characters. Apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. No other characters allowed, eg (&) or full stops.
- xii. Name: **<suburb>**
- Description: Contains a valid Australian suburb or town. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <pcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
- Valid Values: Up to 50 alpha characters. Fullstops(.), apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. Numeric characters are not accepted.
- xiii. Name: **<state>**
- Description: Contains a valid Australian state code. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <pcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
- Valid Values: ACT, NSW, NT, QLD, SA, TAS, VIC or WA are the only acceptable values.
- xiv. Name: **<pcode>**
- Description: Contains a valid Australian postcode. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <pcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
- Valid Values: 4 numeric characters.

3.2.3.7 External Department enquiry

- Each one of these XML blocks will contain data pertaining to an enquiry about a non-Centrelink customer's personal, contact and entitlement details. A XML request file may contain zero to many External Department request blocks, however, a file must contain at least one External Department request block or one other status and/or detail request blocks (See section 3.1 'Enquiry Types').

```
<extRqst id="...">
  <custId>.....</custId>
  <orgType>.....</orgType>
  <cnfrmDate>.....</cnfrmDate>
  <firstName>.....</firstName>
  <middleName>.....</middleName>
  <name>.....</surname>
  <dob>.....</dob>
  <addr>
    <addrLn1>.....</addrLn1>
    <addrLn2>.....</addrLn2>
    <suburb>.....</suburb>
    <state>.....</state>
    <pcode>.....</pcode>
  </addr>
```

```
<pcodeMtc>.....</pcodeMtc>
```

```
</extRqst>
```

2. The elements and attributes in *italics* are optional elements, depending on whether the Business Partner is authorised to match on those particular characteristics. If the Business Partner includes these in the XML request file but does not have them in their work unit (characteristic) profile, the values within these fields will be ignored.

3. Elements must be attached in the above order.

4. Element descriptions:

- i. Name: **<extRqst>**

Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a External Dept request for a customer.

Valid Values: Can contain the optional attribute "id". Must contain a <custId>, <orgType>. Can contain the optional elements <firstName> and <surname> and / or <cnfrmDate> and / or <middleName> and / or <dob> and / or <addr> and / or <pcodeMtc>. For customer's known by a single name, eg 'Madonna', the name should be populated in the <surname> element.

NOTE: For DVA customer enquiries, <firstName> & <surname> are mandatory fields. DVA customers with only one name (eg. 'Madonna') cannot be matched by this system. Contact DVA for matching on these customers.

- ii. Name: **id**

Description: Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number).

Valid Values: Up to 34 alphanumeric characters.

- iii. Name: **<custId>**

Description: Mandatory element containing a valid Reference Number issued to a customer by their external Department (relative to the <orgType> value).

Valid Values: Up to 23 alpha-numeric characters as stipulated by External Dept.

- iv. Name: **<orgType>**

Description: Mandatory element containing a code for the external Department where the customers entitlement resides.

Valid Values: 3 consecutive alpha characters.

'DVA' is currently the only code available for this service, however it is anticipated that other Departments databases will be available via this query.

- v. Name: **<cnfrmDate>**

Description: Optional element to confirm a customers details as at a particular point in time within the last 24 months. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date used for enquiry will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date used for enquiry will also be the current date.

NOTE: Point in Time processing is available for all DVA data, except for name and Date of Birth characteristics.

Valid Values:	8 numeric characters in the format CCYYMMDD. Dates cannot be more than 24 months in the past and cannot be in the future.
vi. Name:	<firstName>
Description:	For name matching <firstName> may be required, depending on the requirements of the relevant external Department.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. No other characters allowed, eg (&) or full stops.
Name:	<middleName>
Description:	For name matching <middleName> may be required, depending on the requirements of the relevant external Department.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. . No other characters allowed, eg (&) or full stops.
NOTE:	For DVA enquiries, there is no full middle name match available. Any details entered in this field will be ignored.
vii. Name:	<surname>
Description:	For name matching <surname> is mandatory.
Valid Values:	Up to 30 alphanumeric characters. Apostrophes ('), hyphens (-) and blank characters are also allowed but not in consecutive order and not allowed as the first or last characters. No other characters allowed, eg (&) or full stops.
viii. Name:	<dob>
Description:	Optional element containing a customer's date of birth.
Valid Values:	8 numeric characters in the format CCYYMMDD. Dates cannot be in the future.
ix. Name:	<addr>
Description:	Optional empty element to encapsulate XML elements pertaining to an address for a customer.
Valid Values:	Must contain an <addrLn1>, <suburb>, <state> and <addrPcode>. Can contain the optional element <addrLn2>.
x. Name:	<addrLn1>
Description:	Represents the first line of a customers address. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <addrPcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
Valid Values:	Up to 50 alphanumeric characters. Apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. No other characters allowed, eg (&) or full stops.
xi. Name:	<addrLn2>
Description:	Optional element which represents the second line of a customers address. Enquiries on overseas addresses cannot be conducted.
Valid Values:	Up to 50 alphanumeric characters. Apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. No other characters allowed, eg (&) or full stops.
xii. Name:	<suburb>

Description:	Contains a valid Australian suburb or town. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <addrPcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
Valid Values:	Up to 50 alpha characters. Fullstops(.), apostrophes('), forward slashes(/), hyphens(-) and commas(,) are also accepted. Numeric characters are not accepted.
xiii.Name:	<state>
Description:	Contains a valid Australian state code. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <addrPcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
Valid Values:	ACT, NSW, NT, QLD, SA, TAS, VIC or WA are the only acceptable values.
xiv.Name:	<pcode>
Description:	Contains a valid Australian postcode. If enquiring on a customers address, <addrLn1>, <suburb>, <state> and <pcode> are mandatory. Enquiries on overseas addresses cannot be conducted.
Valid Values:	4 numeric characters.
xv. Name:	<pcodeMtch>
Description:	Optional element containing a valid Australian postcode. This postcode is provided as a separate and discrete match to the <pcode> match provided in the address ('<addr>') match. This match does not require any other address details, and will return a separate response element in the response file. Enquiries on overseas addresses cannot be conducted.
Valid Values:	4 numeric characters.

3.2.3.8 Trailer block

1. This XML block will contain data pertaining to the number of request records submitted in the XML request file. Only one of these XML blocks will be submitted per file. Other information may be added to the "trailer" XML block at a later date.

```
<trailer>
  <numRecords>.....</numRecords>
</trailer>
```

2. All elements are mandatory.
3. Elements must be attached in the above order.
4. Element descriptions:
 - i. Name: **<trailer>**
Description: Empty element to encapsulate XML elements pertaining to trailer information.
Valid Values: Must contain a <numRecords>.
 - ii. Name: **<numRecords>**
Description: Mandatory element containing the sum of all request blocks within the XML request file.
Valid Values: Up to 7 consecutive numeric characters.

3.2.3.9 Closing XML file element

```
</BatchRequest004>
```

1. The closing XML element name is the same name as the name of the dtd file without the ".dtd" extension.

3.2.4 Format

1. The following is an example of a XML Batch request file for CCeS BAT:

```
<?xml version="1.0" encoding="UTF-8" ?>
<!DOCTYPE BatchRequest004 SYSTEM "BatchRequest004.dtd">

<BatchRequest004>

    <header>
        <system>CCS</system>
        <timestamp>20070915144800</timestamp>
        <userId>ANZ-001</userId>
        <senderOrgCrn>999999999T</senderOrgCrn>
        <recverOrgCrn>123456789A</recverOrgCrn>
        <senderAbn>12345678999</senderAbn>
        <recverAbn>29468422437 </recverAbn>
        <batchInfo>This can be used for free text</batchInfo>
    </header>

    <statusRqst id="1">
        <crn>999999999L</crn>
        <cnfrmDate>20070915</cnfrmDate>
        <pcode>2900</pcode>
        <scndryCrn>111111111A</scndryCrn>
    </statusRqst>

    <custDtlRqst id="2">
        <crn>998877665X</crn>
        <cnfrmDate>20070915</cnfrmDate>
        <firstName>Happy</firstName>
        <surname>Gilmore</surname>
        <dob>19690202</dob>
        <addr>
            <addrLn1>This St</addrLn1>
            <suburb>Cairns</suburb>
            <state>QLD</state>
            <pcode>4870</pcode>
        </addr>
    </custDtlRqst>

    <custDtlRqst id="3">
```

```
<crn>112255666D</crn>
<dob>19700303</dob>
</custDtlRqst>

<extRqst id="4">
  <custId>VX123456</custId>
  <orgType>DVA</orgType>
  <cnfrmDate>20070915</cnfrmDate>
  <firstName>Jo</firstName>
  <surname>Bloggs</surname>
  <dob>19720916</dob>
  <addr>
    <addrLn1>Unit 10 </addrLn1>
    <addrLn2>21 Foo St</addrLn2>
    <suburb>Mt Druitt</suburb>
    <state>NSW</state>
    <pcode>2619</pcode>
  </addr>
  <pcodeMtch>2619</pcodeMtch>
</extRqst>

<statusRqst id="5">
  <crn>888777666U</crn>
</statusRqst>

<extRqst id="6">
  <custId>VX123456A</custId>
  <orgType>DVA</orgType>
  <firstName>Jo</firstName>
  <surname>Bloggs</surname>
</extRqst>

<trailer>
  <numRecords>6</numRecords>
</trailer>

</BatchRequest004>
```

3.3 Response File Format

3.3.1 Type

1. XML response file returned to a Business Partner via the CCeS Online Batch Enquiry facility.

3.3.2 Purpose

1. The purpose of the XML response file is to return responses to the requests submitted within the XML request file.
2. For each request submitted within the XML request file (see section 3.1 'Enquiry Types'), a response appropriate to that enquiry type will be returned (with the exception of requests returned within the rejections file).
3. The response file will contain the following data in the order as outlined below (with the exception of v, vi and vii, the order of these are interchangeable):
 - i. Standard XML declaration
 - ii. DTD declaration
 - iii. Opening XML file element
 - iv. Header block
 - v. 0 to many Status Response blocks (Centrelink only)
 - vi. 0 to many Customer Detail Response blocks (Centrelink only)
 - vii. 0 to many External Dept Request blocks
 - viii. Trailer block
 - ix. Closing XML file element

The data within the response file will be returned in the above order, with the exception of v, vi and vii. These components are interchangeable. Response records will not be returned in the same order as the request file.

4. The completed XML response file will conform to the DTD referenced in the DTD declaration (see Section 6.2 XML Response DTD).

3.3.3 Detailed Description

3.3.3.1 Standard XML declaration

```
<?xml version='1.0' encoding='UTF-8' ?>
```

1. At present the only valid value for the “version” attribute is 1.0. This attribute will become important when further versions of XML are released.
2. The “encoding” attribute is optional and will default to “UTF-8” if not entered.

3.3.3.2 DTD declaration

```
<!DOCTYPE BatchResponse004 SYSTEM 'BatchResponse004.dtd'>
```

1. The name (in red) must match the name of the dtd file without the “.dtd” extension.
2. The dtd file name (in green) is the dtd version that the XML file complies to.

3.3.3.3 Opening XML file element

```
<BatchResponse004>
```

1. The opening XML element name is the same name as the name of the dtd file without the “.dtd” extension.

3.3.3.4 Header block

1. This XML block will contain meta data pertaining to the organisation and the nature of the business at hand. Only one of these XML blocks will be returned per file.

```
<header>
```

```

<system>.....</system>
<timestamp>.....</timestamp>
<userId>.....</userId>
  <senderOrgCrn>.....</senderOrgCrn>
  <recverOrgCrn>.....</recverOrgCrn>
  <senderAbn>.....</senderAbn>
  <recverAbn>.....</recverAbn>
</header>

```

2. The elements in italics are optional elements.

3. Elements will be returned in the above order.

4. Element descriptions :

i. Name: **<header>**

Description: Empty element to encapsulate XML elements pertaining to header information.

Valid Values: Must contain a <system>, <timestamp>, <userId> in that order. Can contain the optional elements <batchInfo>, <senderOrgCrn>, <senderAbn>, <recverOrgCrn> and <recverAbn>.

ii. Name: **<system>**

Description: Mandatory element which refers to the Centrelink system in which the file was returned, eg: CCS for Customer Confirmation. This value will match the value submitted in the <system> element within the XML request file.

Valid Values: CCS.

iii. Name: **<timestamp>**

Description: Mandatory element containing a timestamp which uniquely identifies the XML response file.

Valid Values: 14 consecutive numeric characters in the format CCYYMMDDHHMMSS.

iv. Name: **<userId>**

Description: Mandatory element containing a valid user id issued to the Business Partner by Centrelink. This value will match the value submitted in the <userId> element within the XML request file.

Valid Values: 6 to 12 consecutive alphanumeric characters.

v. Name: **<senderOrgCrn>**

Description: Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner sending the XML response file. For the scope of this document, this element will always contain the Centrelink CRN being 555051297S. If this element is not supplied a <senderAbn> must be supplied. Although optional this data is never returned.

Valid Values: 9 consecutive numeric characters followed by an alpha character.

vi. Name: **<recverOrgCrn>**

Description: Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner receiving the XML response file. If this element is not supplied a <recverAbn> must be supplied.

Valid Values: 9 consecutive numeric characters followed by an alpha character.

vii. Name: **<senderAbn>**

- Description: Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner submitting the XML response file. For the scope of this document, this element will always contain the Centrelink ABN being 29468422437. If this element is not supplied a <senderOrgCrn> must be supplied. Although optional this element is always supplied as the <senderOrgCrn> is never supplied.
- Valid Values: 11 consecutive numeric characters.
- viii.Name: **<recverAbn>**
- Description: Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner receiving the XML response file. If this element is not supplied a <recverOrgCrn> must be supplied.
- Valid Values: 11 consecutive numeric characters.

3.3.3.5 Status Response blocks (Centrelink customers only)

- Each one of these XML blocks will contain data pertaining to the response for a status enquiry submitted within the XML request file. A XML response file will contain the same number of request blocks as submitted in the XML request file, minus the request blocks returned in the XML rejections file.

```
<statusResp id="...">
  <crn>.....</crn>
  <mtchCode>.....</mtchCode>
  <cnfrmDate>.....</cnfrmDate>
  <pcc>.....</pcc>
  <hcc>.....</hcc>
  <shc>.....</shc>
  <shcStartDate>.....</shcStartDate>
  <lic>.....</lic>
  <licStartDate>.....</licStartDate>
  <licEndDate>.....</licEndDate>
  <deceased>.....</deceased>
  <blind>.....</blind>
  <over70>.....</over70>
  <war>.....</war>
  <inst>.....</inst>
  <pcode>.....</pcode>
  <numChild>.....</numChild>
  <scndryCrn>.....</scndryCrn>
  <pymt>
    <type>.....</type>
    <status>.....</status>
    <startDate>.....</startDate>
    <endDate>.....</endDate>
    <datePaidTo>.....</datePaidTo>
  </pymt>
  <maxRate>.....</maxRate>
  <rateRatio>.....</rateRatio>
```

```

<rateThold>.....</rateThold>
<otherPayments>
    <type>.....</type>
    <status>.....</status>
    <startDate>.....</startDate>
    <endDate>.....</endDate>
    <datePaidTo>.....</datePaidTo>
</otherPayments>
</statusResp>

```

2. The elements and attributes in *italics* are optional. Optional elements will be returned based on a Business Partner's work unit (characteristic) profile.
3. Elements will be returned in the above order.
4. For the description of valid return values, see *Section 4 Response Values Mapping Table*.
5. Element descriptions:

i. Name: **<statusResp>**

Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a status response for a customer.

Valid Values: Can contain the optional attribute "id". Will contain a <crn> and <mtchCode>. Can contain the optional elements <cnfrmDate>, <pcc>, <hcc>, <shc>, <deceased>, <blind>, <over70>, <war>, <inst>, <pcode>, <numChild>, <scndryCrn>, <pymt>, <maxRate>, <rateRatio>, and / or <rateThold>.

ii. Name: **id**

Description: Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number). This value will match the value submitted in the "id" attribute within the corresponding status request block in the XML request file.

Valid Values: Up to 34 alphanumeric characters.

iii. Name: **<crn>**

Description: Mandatory element containing a valid CRN issued to a customer by Centrelink. This value will match the value submitted in the <crn> element within the corresponding status request block in the XML request file.

Valid Values: 9 consecutive numeric characters followed by an alpha character. The alpha character will always be returned in upper case.

iv. Name: **<mtchCode>**

Description: Mandatory element containing a number which represents the level of matching success.

Valid Values: 1-2 numeric characters (values from 1 to 10). For the description of values returned, see *Section 5 Match Code Values Mapping Table*.

v. Name: **<cnfrmDate>**

Description:	Optional element to confirm the customer's concession details as at a particular point in time within the last 24 months. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date returned will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date returned will also be the current date. Except in the circumstances outlined above, this value will match the value submitted in the <cnfrmDate> element within the corresponding status request block in the XML request file.
Valid Values:	8 numeric characters in the format CCYYMMDD.
vi. Name:	<pcc>
Description:	Optional element which indicates whether the customer has a current Centrelink Pensioner Concession Card (PCC). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or UC
vii. Name:	<hcc>
Description:	Optional element which indicates whether the customer has a current Centrelink Health Concession Card (HCC). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or UC
viii. Name:	<shc>
Description:	Optional element which indicates whether the customer has a current Centrelink Seniors Health Card (SHC). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or UC
viii. Name:	<shcStartDate>
Description:	Optional element which returns the date that the Customer was first issued with a SHC card. This result will only be returned if the Card Details Data (CDD) characteristic is selected as part of the Business Partner's characteristic profile
Valid Values:	CCYYMMDD or UC
viii. Name:	<lic>
Description:	Optional element which indicates whether the customer has a current Low Income Card (LIC). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or UC
viii. Name:	<licStartDate>
Description:	Optional element which returns the date that the Customer was first issued with a LIC card. This result will only be returned if the Card Details Data (CDD) characteristic is selected as part of the Business Partner's characteristic profile
Valid Values:	CCYYMMDD or UC

viii. Name:	<licEndDate>
Description:	Optional element which returns the date that the LIC card expires. This result will only be returned if the Card Details Data (CDD) characteristic is selected as part of the Business Partner's characteristic profile
Valid Values:	CCYYMMDD or UC
ix. Name:	<deceased>
Description:	Optional element which indicates whether the customer is recorded as deceased in Centrelinks database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N
x. Name:	<blind>
Description:	Optional element which indicates whether the customer is legally blind. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N
xi. Name:	<over70>
Description:	Optional element which indicates whether the customer is over 70 years of age, according to Centrelinks database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N
xii. Name:	<war>
Description:	Optional element which indicates whether the customer is a war widow, according to Centrelink. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N
xiii. Name:	<inst>
Description:	Optional element which indicates whether the customer is in an institution. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N
xiv. Name:	<pcode>
Description:	Optional element which indicates whether the <pcode> provided in the corresponding status request XML block matches the customers postcode in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N, UC or NP
xv. Name:	<numChild>
Description:	Optional element which indicates the number of Family Tax Benefit (FTB) eligible dependant children the customer has in their care. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	1 to 2 numeric characters
xvi. Name:	<scndryCrn>

- Description: Optional element. When the <crn> provided in the corresponding status request XML block is a card holder, this result indicates whether the <scndryCrn> provided in the corresponding status request XML block is linked as a record on that card. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: CHI, PTR, NCR or NP
- xvii. Name: **<pymt>**
- Description: Optional element. When returned, this element may contain a <type>, <status>, <startDate>, <endDate> and / or <datePaidTo>. This result block will only be returned if it is selected as part of the Business Partner's characteristic profile.
- xviii. Name: **<type>**
- Description: Optional element which indicates the type of Centrelink payment in which you have access to enquire on, as indicated in the Business Partner's characteristic profile. A value will only be returned if it is listed against the Business Partner's characteristic profile. If the customer is on a payment which the Business Partner has access to enquire on, the payment code will be returned (*see Appendix A - Payment Descriptions - Centrelink*). If the customer is not on a payment, or on a payment in which you don't have access to enquire on NAP will be returned.
- Valid Values: Valid payment code or NAP
- xix. Name: **<status>**
- Description: Optional element. If a payment code is returned in <type>, this result indicates the status of this Centrelink payment. If NAP is returned in <type>, this field will be populated with NA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: CUR, CAN, SUS or NA
- xx. Name: **<startDate>**
- Description: Optional element. If a payment code is returned in <type>, this result indicates the start date of this Centrelink payment. If NAP is returned in <type>, the field will be populated with NA. If the customer does not have a payment file, UC will be returned. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: 8 numeric characters in the format CCYYMMDD, UC or NA
- xxi. Name: **<endDate>**
- Description: Optional element. If a payment code is returned in <type> and this payment is cancelled (CAN), this result indicates the end date of this Centrelink payment. Otherwise, the field will be populated with NA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: 8 numeric characters in the format CCYYMMDD, or NA
- xxii. Name: **<datePaidTo>**

Description: Optional element. If a payment code is returned in <type>, this result indicates the date in which the customer has been paid to for the applicable Centrelink payment. If NAP is returned in <type>, the field will be populated with NA. If the customer does not have a payment file, UC will be returned. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: 8 numeric characters in the format CCYYMMDD, UC or NA

xxiii. Name: **<maxRate>**

Description: Optional element which indicates if a customer is receiving the maximum rate of Centrelink Pension, Newstart and Parenting payment. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y, N or NA

xxiv. Name: **<rateRatio>**

Description: Optional element which indicates if a customer is receiving more than 80% of the Centrelink Pension, Newstart and Parenting maximum rate. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y, N or NA

xxv. Name: **<rateThold>**

Description: Optional element which indicates if a customer is receiving more than \$100 of a Centrelink Pension payment. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y, N or NA

xxvi. Name: **<otherPayments>**

Description: Optional element. When returned, this element may contain a <type>, <status>, <startDate>, <endDate> and / or <datePaidTo>. This result block will only be returned if it is selected as part of the Business Partner's characteristic profile and the customer is/has been receiving a payment type of CDA (ie Carer Allowance).

xxvii. Name: **<type>**

Description: Optional element. If the customer is on a Carer Allowance payment payment, the payment code CDA will be returned (*see Appendix A - Payment Descriptions - Centrelink*). A value will only be returned if it is listed against the Business Partner's characteristic profile.

Valid Values: CDA

xxviii. Name: **<status>**

Description: Optional element. If a CDA payment code is returned in <type> within <otherPayments>, this result indicates the status of this Centrelink payment. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: CUR, CAN or SUS.

xxix. Name: **<startDate>**

Description: Optional element. If a CDA payment code is returned in <type> within <otherPayments>, this result indicates the start date of this Centrelink payment. If the customer does not have a payment file, UC will be returned. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: 8 numeric characters in the format CCYYMMDD or UC

- xxx. Name: **<endDate>**
Description: Optional element. If a CDA payment code is returned in <type> within <otherPayments> and this payment is cancelled (CAN), this result indicates the end date of this Centrelink payment. Otherwise, the field will be populated with NA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: 8 numeric characters in the format CCYYMMDD or NA
- xxxi. Name: **<datePaidTo>**
Description: Optional element. If a CDA payment code is returned in <type> within <otherPayments>, this result indicates the date in which the customer has been paid to for the applicable Centrelink payment. If the customer does not have a payment file, UC will be returned. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: 8 numeric characters in the format CCYYMMDD or UC

3.3.3.6 Customer Detail Response blocks

- Each one of these XML blocks will contain data pertaining to the response for a customer detail enquiry submitted within the XML request file. A XML response file will contain the same number of request blocks as submitted in the XML request file, minus the request blocks returned in the XML rejections file.

```
<custDtlResp id="...">
  <crn>.....</crn>
  <mtchCode>.....</mtchCode>
  <cnfrmDate>.....</cnfrmDate>
  <name>.....</name>
  <firstName>.....</firstName>
    <middleName>.....</middleName>
    <surname>.....</surname>
    <dob>.....</dob>
    <addr>.....</addr>
    <state>.....</state>
</custDtlResp>
```

- The elements and attributes in *italics* are optional. Optional elements will be returned based on a Business Partner's work unit (characteristic) profile.
- Elements will be returned in the above order.
- For the description of valid return values, see *Section 4 Response Values Mapping Table*.
- Element descriptions :

- Name: **<custDtlResp>**
Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a customer detail response for a customer.
Valid Values: Can contain the optional attribute "id". Will contain a <crn> and <mtchCode>. Can contain the optional elements <cnfrmDate>, <name> or <firstName>, <middleName> and <surname>, <dob> and / or <addr>.
- Name: **id**

Description:	Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number). This value will match the value submitted in the "id" attribute within the corresponding customer detail request block in the XML request file.
Valid Values:	Up to 34 alphanumeric characters.
iii. Name:	<crn>
Description:	Mandatory element containing a valid CRN issued to a customer by Centrelink. This value will match the value submitted in the <crn> element within the corresponding customer detail request block in the XML request file.
Valid Values:	9 consecutive numeric characters followed by an alpha character.
iv. Name:	<mtchCode>
Description:	Mandatory element containing a number which represents the level of matching success.
Valid Values:	1-2 numeric characters (values from 1 to 10). For the description of values returned, see <i>Section 5 Match Code Values Mapping Table</i> .
v. Name:	<cnfrmDate>
Description:	Optional element to confirm a customers address as at a particular point in time within the last 24 months, according to the Centrelink database. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date returned will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date returned will also be the current date. Except in the circumstances outlined above, this value will match the value submitted in the <cnfrmDate> element within the corresponding customer detail request block in the XML request file. The confirmation date will not be applied to a customers name or date of birth. The confirmation date is not returned if address is not included in request block.
Valid Values:	8 numeric characters in the format CCYYMMDD.
vi. Name:	<name>
Description:	Optional element which indicates whether the combined <firstName>, <middleName> and <surname> elements submitted within the corresponding customer detail request block in the XML request file matches the customers full name details in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or NP
vii. Name:	<firstName>
Description:	Optional element which indicates whether the <firstName> element submitted within the corresponding customer detail request block in the XML request file matches the customers first name/s in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or NP
viii. Name:	<middleName>

- Description: Optional element which indicates whether the <middleName> element submitted within the corresponding customer detail request block in the XML request file matches the customers middle name/s in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: Y, N or NP
- ix. Name: **<surname>**
- Description: Optional element which indicates whether the <surname> element submitted within the corresponding customer detail request block in the XML request file matches the customers surname in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: Y, N or NP
- x. Name: **<dob>**
- Description: Optional element which indicates whether the <dob> element submitted within the corresponding customer detail request block in the XML request file matches the customers date of birth in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: Y, N or NP
- xi. Name: **<addr>**
- Description: Optional element which indicates whether the <addrLn1>, <addrLn2>, <suburb>, <state> and <pcode> elements submitted within the corresponding customer detail request block in the XML request file matches the clients address details in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: Y, N, NP or UC.
- xii. Name: **<state>**
- Description: Optional element which indicates whether the <state> element submitted within the corresponding customer detail request block in the XML request file matches the clients state details in the Centrelink database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
- Valid Values: Y, N, NP or UC

3.3.3.7 External Department Enquiry Response Block

- Each one of these XML blocks will contain data pertaining to the response for an External Dept enquiry submitted within the XML request file. A XML response file will contain the same number of request blocks as submitted in the XML request file, minus the request blocks returned in the XML rejections file.

```
<extResp id="1">
  <custId>.....</custId>
  <orgType>.....</orgType>
  <cnfrmId>.....</cnfrmId>
  <cnfrmDate>.....</cnfrmDate>
  <mtchCode>.....</mtchCode>
  <firstName>.....</firstName>
  <middleName>.....</middleName>
  <surname>.....</surname>
```

```

<dob>.....</dob>
<addr>.....</addr>
<pcodeMtch>.....</pcodeMtch>
<deceased>.....</deceased>
<pcc>.....</pcc>
<shc>.....</shc>
<gch>.....</gch>
<pow>.....</pow>
<wwp>.....</wwp>
<extPymt>
  <type>.....</type>
  <status>.....</status>
  <startDate>.....</startDate>
  <rateRatio>.....</rateRatio>
  <maxRate>.....</maxRate>
</extPymt>
<disability>.....</disability>
<sda>.....</sda>
<state>.....</state>
<eyp>.....</eyp>
<mwc>.....</mwc>
<srd>.....</srd>
<wdp>.....</wdp>
<oip>.....</oip>
</extResp>

```

2. The elements and attributes in *italics* are optional. Optional elements will be returned based on a Business Partner's work unit (characteristic) profile.
3. Elements will be returned in the above order.
4. For the description of valid return values, see *Section 4 Response Values Mapping Table*.
5. Element descriptions :

i. Name: **<extResp>**

Description: Empty element containing an optional "id" attribute. The element will encapsulate XML elements pertaining to a External Dept response for a customer.

Valid Values: Can contain the optional attribute "id". Will contain a <custId>, <orgType> and <mtchCode>. Can contain the optional elements <cnfrmDate> and / or <firstName>, <middleName> and <surName> and / or <dob>, <addr>, <pcodeMtch>, <deceased>, <pcc>, <shc>, <ghc>, <pow>, <wwp> and / or <pymt> with <type>, <status> and <startDate>, and / or <rateRatio> and/or <maxRate>, <disability>, <sda>.

ii. Name: **id**

Description: Optional attribute. Free text used by a Business Partner to match a record to the Business Partner's system (eg: incremented number, rates or electricity account number). This value will match the value submitted in the "id" attribute within the corresponding External Dept request block in the XML request file.

Valid Values:	Up to 34 alphanumeric characters.
iii. Name:	<custId>
Description:	Mandatory element containing a valid Reference Number issued to a customer by their external Department (relative to the <orgType> value). This value will match the value submitted in the <custId> element within the corresponding external Dept request block in the XML request file.
Valid Values:	Up to 23 alpha-numeric characters as stipulated by External Dept, or NP.
iv. Name:	<orgType>
Description:	Mandatory element containing a code representing the external Department where the customers entitlement resides.
Valid Values:	3 consecutive alpha characters. 'DVA' is currently the only code available for this service, however it is anticipated that other Departments databases will be available via this query.
v. Name:	<cnfrmId>
Description:	Element which confirms the complete customer ID of the customer whose details have been returned from the corresponding external Dept request XML block. This result will only be returned for successful DVA queries, and will be used for any enquiries against the match results.
NOTE:	This is for DVA only.
Valid Values:	Up to 23 alpha-numeric characters as stipulated by External Dept.
vi. Name:	<mtchCode>
Description:	Mandatory element containing a number which represents the level of matching success.
Valid Values:	1-2 numeric characters (values from 1 to 16). For the description of values returned, see <i>Section 5 Match Code Values Mapping Table</i> .
vii. Name:	<cnfrmDate>
Description:	Optional element to confirm a customers details as at a particular point in time within the last 24 months. If a Business Partner has this characteristic selected as part of their characteristic profile and no date is entered, the date returned will be the current date. If the Business Partner does not have this characteristic selected as part of their characteristic profile, the date returned will also be the current date. Except in the circumstances outlined above, this value will match the value submitted in the <cnfrmDate> element within the corresponding external Dept request block in the XML request file. The confirmation date will not be applied to a customers name or date of birth.
NOTE:	For DVA, the confirm date facility is available for the following elements: Address, deceased, pcc, shc, gch, pow, wwp, payment details (ser, age & iss), rate ratio, disability and sda (Refer to Appendix B, 'Entitlement Descriptions - DVA' for an explanation of each).
Valid Values:	8 numeric characters in the format CCYYMMDD.
viii. Name:	<firstName>

Description:	Element which indicates whether the <firstName> element submitted within the corresponding external Dept request block in the XML request file matches the customers first name/s in the relevant External Departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
NOTE:	This is a required field for DVA, and as such will always be returned.
Valid Values:	Y, N, UC or NP
ix. Name:	<middleName>
Description:	Element which indicates whether the <middleName> element submitted within the corresponding external Dept request block in the XML request file matches the customers middle name/s in the relevant External Departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
NOTE:	Middle name matches will not be available for DVA data
Valid Values:	Y, N or NP
x. Name:	<surname>
Description:	Element which indicates whether the <surname> element submitted within the corresponding external Dept request block in the XML request file matches the customers surname in the relevant External Departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
NOTE:	This is a required field for DVA, and as such will always be returned.
Valid Values:	Y, N, UC or NP
xi. Name:	<dob>
Description:	Optional element which indicates whether the <dob> element submitted within the corresponding external Dept request block in the XML request file matches the customers date of birth in the relevant external departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N or NP
xii. Name:	<addr>
Description:	Optional element which indicates whether the <addrLn1>, <addrLn2>, <suburb>, <state> and <pcode> elements submitted within the corresponding external Dept request block in the XML request file matches the clients address details in the external departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N, UC or NP
xiii. Name:	<pcodeMtch>
Description:	Optional element which indicates whether the <pcodeMtch> provided in the corresponding external Dept XML block matches the customers postcode in the relevant external Departments database. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y, N, UC or NP
xiv. Name:	<deceased>
Description:	Optional element which indicates whether the customer is deceased. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values:	Y or N

- xv. Name: **<pcc>**
Description: Optional element which indicates whether the customer has a current Pensioner Concession Card (PCC) from the external department. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: Y or N
- xvi. Name: **<shc>**
Description: Optional element which indicates whether the customer has a current Seniors Health Card (SHC) from the external department. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: Y or N
- xvii. Name: **<gch>**
Description: Optional element which indicates whether the customer has a current Gold Card (GCH) from DVA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: Y or N
- xviii. Name: **<pow>**
Description: Optional element which indicates whether the customer is recorded as being a Prisoner of War by DVA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: Y or N
- xix. Name: **<wwp>**
Description: Optional element which indicates whether the customer is in receipt of a War Widow(er)s Pension from DVA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: Y or N
- xx. Name: **<extPymt>**
Description: Optional element. When returned, this element will contain a <type>, <status> and <startDate>, and may contain <rateRatio> and/or <maxRate>. This result block will only be returned if it is selected as part of the Business Partner's characteristic profile.
- xxi. Name: **<type>**
Description: Element which indicates the type of payment the customer is receiving from the external department. A value will only be returned if it is listed against the Business Partner's characteristic profile. If the customer is on a payment which the Business Partner has access to enquire on, the payment code will be returned (*see Appendix B - 'Entitlement Descriptions - DVA'*). If the customer is not on a payment, or on a payment in which Business Partner does not have access to enquire on NAP will be returned.
Valid Values: Valid payment code or NAP
- xxii. Name: **<status>**
Description: If a payment code is returned in <type>, this result indicates the status of this payment. If NA is returned in <type>, this field will be populated with NA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.
Valid Values: CUR, NCUR or NA

xxiii. Name: **<startDate>**

Description: If a payment code is returned in <type>, this result indicates the start date of this payment. If NA is returned in <type>, the field will be populated with NA. If the customer does not have a payment file, UC will be returned. This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: 8 numeric characters in the format CCYYMMDD, UC or NA

xxiv. Name: **<rateRatio>**

Description: Optional element which indicates if a customer is receiving more than 80% of the maximum rate of AGE, SER or ISS (See Appendix B - 'Entitlement Descriptions - DVA'). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y, N or NA

xxv. Name: **<maxRate>**

Description: Optional element which indicates if a customer is receiving equal to or more than 100% of the maximum rate of AGE, SER or ISS (See Appendix B - 'Entitlement Descriptions - DVA'). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y, N or NA

xxvi. Name: **<disability>**

Description: Optional element which indicates whether the DVA customers level of incapacity is assessed as greater than or equal to the level specified in the Business Partner's characteristic profile. This result will only be returned if it is selected as part of the Business Partner's characteristic profile, and will indicate 'Y' for any positive assessment of level of disability, if it is equal to or greater than the level coded against the Business Partner's profile for this characteristic.

Valid Values: Y or N

xxvii. Name: **<sda>**

Description: Optional element which indicates whether the customer has been assessed with a Specific Disability Assessment by DVA. This result will only be returned if it is selected as part of the Business Partner's characteristic profile, and will indicate 'Y' for any positive assessment of SDA (regardless of level of disability).

Valid Values: CUR or NCUR

xxviii. Name: **<state>**

Description: Optional element which indicates whether the <state> element submitted within the corresponding external department enquiry request block in the XML request file matches the clients state details in the Centrelink DVA file. This result will only be returned if it is selected as part of the Business Partner's characteristic profile

Valid Values: Y, N, UC or NP

xxx. Name: **<eyp>**

Description: Optional element which indicates whether the customer has a current Dependent Eligible Young Person (EYP). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y or N

xxxii. Name: **<mwc>**

Description: Optional element which indicates whether the customer has a current MRCA 'White Card' (MWC). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y or N

xxxiii. Name: **<srd>**

Description: Optional element which indicates whether the customer has a current Special Rate Disability Pension (SRD). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y or N

xxix. Name: **<wdp>**

Description: Optional element which indicates whether the customer has a current Wholly Dependent Partner (WDP). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y or N

xxxi. Name: **<oip>**

Description: Optional element which indicates whether the customer has a current Overall Impairment Points (OIP). This result will only be returned if it is selected as part of the Business Partner's characteristic profile.

Valid Values: Y or N

3.3.3.8 Trailer block

1. This XML block will contain data pertaining to the number of response records returned in the XML response file. Only one of these XML blocks will be returned per file. The value will match the <numRecords> element submitted in the corresponding XML request file *minus* the <numRecords> returned in the corresponding XML rejection file. Other information may be added to the "trailer" XML block at a later date.

```
<trailer>
  <numRecords>.....</numRecords>
</trailer>
```

2. All elements are mandatory.
3. Elements must be attached in the above order.
4. Element descriptions:
 - i. Name: **<trailer>**
 Description: Empty element to encapsulate XML elements pertaining to trailer information.
 Valid Values: Must contain a <numRecords>.
 - ii. Name: **<numRecords>**
 Description: Mandatory element containing the sum of all enquiry response blocks within the XML response file.
 Valid Values: Up to 7 consecutive numeric characters.

3.3.3.9 Closing XML file element

```
</BatchResponse004>
```

1. The closing XML element name is the same name as the name of the dtd file without the ".dtd" extension.

3.3.4 Format

1. The following is an example of a XML Batch response file for CCeS BAT:

```
<?xml version='1.0' encoding='UTF-8' ?>
<!DOCTYPE BatchResponse004 SYSTEM 'BatchResponse004.dtd'>

<BatchResponse004>

    <header>
        <system>CCS</system>
        <timestamp>20070915200000</timestamp>
        <userId>ANZ-001</userId>
        <senderOrgCrn>123456789A</senderOrgCrn>
        <recverOrgCrn>999999999T</recverOrgCrn>
        <senderAbn>29468422437</senderAbn>
        <recverAbn>12345678999</recverAbn>
    </header>

    <statusResp id="1">
        <crn>999999999L</crn>
        <mtchCode>2</mtchCode>
        <numChild>4</numChild>
        <pcode>Y</pcode>
        <pymt>
            <type>AGE</type>
            <status>CUR</status>
            <startDate>20050101</startDate>
            <endDate>NA</endDate>
            <datePaidTo>20070918</datePaidTo>
        </pymt>
        <otherPayments>
            <type>CDA</type>
            <status>CUR</status>
            <startDate>20070101</startDate>
            <endDate>NA</endDate>
            <datePaidTo>20070918</datePaidTo>
        </otherPayments>
    </statusResp>

    <custDtlResp id="2">
        <crn>998877665X</crn>
```

```
<mtchCode>2</mtchCode>
<cnfrmDate>20070915</cnfrmDate>
<name>Y</name>
<dob>Y</dob>
<addr>N</addr>
</custDtlResp>

<extResp id="3">
  <custId>VX654321</custId>
  <orgType>DVA</orgType>
  <cnfrmId>321</cnfrmId>
  <cnfrmDate>20070915</cnfrmDate>
  <mtchCode>9</mtchCode>
  <firstName>Y</firstName>
  <middleName>N</middleName>
  <surname>Y</surname>
  <dob>N</dob>
  <addr>Y</addr>
  <pcodeMtch>Y</pcodeMtch>
  <deceased>N</deceased>
  <pcc>Y</pcc>
  <shc>Y</shc>
  <gch>Y</gch>
  <pow>Y</pow>
  <wwp>N</wwp>
  <extPymt>
    <type>SER</type>
    <status>CUR</status>
    <startDate>20030101</startDate>
    <rateRatio>Y</rateRatio>
    <maxRate>Y</maxRate>
  </extPymt>
  <disability>N</disability>
  <sda>CUR</sda>
  <eyp>N</eyp>
  <mwc>N</mwc>
  <srd>N</srd>
  <wdp>N</wdp>
  <oip>N</oip>
</extResp>

<custDtlResp id="4">
  <crn>112255666D</crn>
  <mtchCode>2</mtchCode>
  <cnfrmDate>20070915</cnfrmDate>
```

```
<name>NP</name>
<dob>Y</dob>
<addr>NP</addr>
<state>NP</state>
</custDtlResp>

<trailer>
  <numRecords>4</numRecords>
</trailer>

</BatchResponse004>
```

3.4 Rejection File Format

3.4.1 Type

1. XML rejection file returned to a Business Partner via the CCeS Online Batch Enquiry facility.

3.4.2 Purpose

1. The purpose of the XML rejection file is to return requests submitted within the XML request file that fail initial validation. The requests which fail such validation will be returned unaltered in the XML rejection file.
2. The rejection file will contain the following data in the order as outlined below (with the exception of v,vi and vii, the order of these are interchangeable):
 - i. Standard XML declaration
 - ii. DTD declaration
 - iii. Opening XML file element
 - iv. Header block
 - v. 0 to many Status Request blocks (Centrelink only)
 - vi. 0 to many Customer Detail Request blocks (Centrelink only)
 - vii. 0 to many External Dept Request blocks
 - viii. Trailer block
 - ix. Closing XML file element

The data within the rejection file will be returned in the above order, with the exception of v,vi and vii. These components are interchangeable.

3. The completed XML rejection file will conform to the DTD referenced in the DTD declaration (see *Section 6.3 XML Rejection DTD*).

3.4.3 Detailed Description

3.4.3.1 Standard XML declaration

```
<?xml version="1.0" encoding="UTF-8" ?>
```

1. At present the only valid value for the "version" attribute is 1.0. This attribute will become important when further versions of XML are released.
2. The "encoding" attribute is optional and will default to "UTF-8" if not entered.

3.4.3.2 DTD declaration

```
<!DOCTYPE BatchRejection004 SYSTEM "BatchRejection004.dtd">
```

1. The name (in red) must match the name of the dtd file without the ".dtd" extension.
2. The dtd file name (in green) is the dtd version that the XML file complies to.

3.4.3.3 Opening XML file element

```
<BatchRejection004>
```

1. The opening XML element name is the same name as the name of the dtd file without the ".dtd" extension.

3.4.3.4 Header block

1. This XML block will contain meta data pertaining to the organisation and the nature of the business at hand. Only one of these XML blocks will be returned per file.

```
<header>
  <system>.....</system>
  <timestamp>.....</timestamp>
  <userId>.....</userId>
  <senderOrgCrn>.....</senderOrgCrn>
  <recverOrgCrn>.....</recverOrgCrn>
  <senderAbn>.....</senderAbn>
  <recverAbn>.....</recverAbn>
  <batchInfo>.....</batchInfo>
</header>
```

2. The elements in italics are optional elements.
3. Elements will be returned in the above order.
4. Element descriptions:

i. Name: **<header>**

Description: Empty element to encapsulate XML elements pertaining to header information.

Valid Values: Must contain a <system>, <timestamp>, <userId> in that order. Can contain the optional elements <batchInfo>, <senderOrgCrn>, <senderAbn>, <recverOrgCrn> and <recverAbn>.

ii. Name: **<system>**

Description: Mandatory element which refers to the Centrelink system in which the file was returned, eg: CCS for Customer Confirmation. This value will match the value submitted in the <system> element within the XML request file.

Valid Values: CCS.

iii. Name: **<timestamp>**

Description: Mandatory element containing a timestamp which uniquely identifies the XML rejection file.

Valid Values: 14 consecutive numeric characters in the format CCYYMMDDHHMMSS.

iv. Name: **<userId>**

Description: Mandatory element containing a valid user id issued to the Business Partner by Centrelink. This value will match the value submitted in the <userId> element within the XML request file.

Valid Values: 6 to 12 consecutive alphanumeric characters.

- v. Name: **<senderOrgCrn>**
Description: Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner sending the XML rejection file. Valid Values: 9 consecutive numeric characters followed by an alpha character.
Although optional this element is not populated.
- vi. Name: **<recverOrgCrn>**
Description: Optional element containing a valid CRN issued to a Business Partner by Centrelink. The CRN must belong to the Business Partner receiving the XML rejection file.
Valid Values: 9 consecutive numeric characters followed by an alpha character.
- vii. Name: **<senderAbn>**
Description: Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner submitting the XML rejection file. Although optional this element will always contain the Centrelink ABN being 29468422437. Valid Values: 11 consecutive numeric characters.
- viii. Name: **<recverAbn>**
Description: Optional element containing a valid Australian Business Number (ABN). The ABN must belong to the Business Partner receiving the XML rejection file. Valid Values: 11 consecutive numeric characters.
- ix. Name: **<batchInfo>**
Description: Optional element containing free text describing the batch.
Valid Values: Up to 255 alphanumeric characters.

3.4.3.5 Status Request blocks

1. Status request XML blocks returned within the XML rejection file will be unaltered records sent within the XML request file. See *Section 3.2.3.5 Status Request blocks for further details*.

3.4.3.6 Customer Detail Request blocks

1. Customer detail request XML blocks returned within the XML rejection file will be unaltered records sent within the XML request file. See *Section 3.2.3.6 Customer Detail Request blocks for further details*.

3.4.3.7 External Department Request Blocks

1. External Department request XML blocks returned within the XML rejection file will be unaltered records sent within the XML request file. See *Section 3.2.3.7 External Department Request blocks for further details*.

3.4.3.8 Trailer block

1. This XML block will contain data pertaining to the number of rejection records returned in the XML rejection file. Only one of these XML blocks will be returned per file. Other information may be added to the "trailer" XML block at a later date.

```
<trailer>
  <numRecords>.....</numRecords>
</trailer>
```

2. All elements are mandatory.
3. Elements will be returned in the above order.

4. Element descriptions:

- i. Name: <trailer>
Description: Empty element to encapsulate XML elements pertaining to trailer information.
Valid Values: Must contain a <numRecords>.
- ii. Name: <numRecords>
Description: Mandatory element containing the sum of all status request blocks and customer detail request blocks within the XML rejection file.
Valid Values: Up to 7 consecutive numeric characters.

3.4.3.9 Closing XML file element

```
</BatchRejection004>
```

1. The closing XML element name is the same name as the name of the dtd file without the ".dtd" extension.

3.4.4 Format

1. The following is an example of a XML Batch rejection file for CCeS BAT:

```
<?xml version="1.0" encoding="UTF-8" ?>
<!DOCTYPE BatchRejection004 SYSTEM "BatchRejection004.dtd">

<BatchRejection004>

    <header>
        <system>CCS</system>
        <timestamp>20070915100000</timestamp>
        <userId>ANZ-001</userId>
        <senderOrgCrn>123456789A</senderOrgCrn>
        <recverOrgCrn>999999999T</recverOrgCrn>
        <senderAbn>29468422437</senderAbn>
        <recverAbn>12345678999</recverAbn>
        <batchInfo>This can be used for free text</batchInfo>
    </header>

    <statusRqst id="1">
        <crn>999999999L</crn>
        <cnfrmDate>20070915</cnfrmDate>
        <pcode>2900</pcode>
        <scndryCrn>111111111A</scndryCrn>
    </statusRqst>

    <custDtlRqst id="3">
        <crn>112255666D</crn>
        <dob>19700303</dob>
```

```
</custDtlRqst>

<extRqst id="77">
  <custId>SX112233</custId>
  <orgType>DVA</orgType>
  <cnfrmDate>20070915</cnfrmDate>
  <firstName>Flo</firstName>
  <surname>Bloggs</surname>
  <dob>19330916</dob>
  <pcodeMtch>2619</pcodeMtch>
</extRqst>

<trailer>
  <numRecords>3</numRecords>
</trailer>

</BatchRejection004>
```

4. Response Values Mapping Table

1. The following table will list the codes returned within the response XML blocks and their meanings.

Response Code	Description
Y	Yes
N	No
NA	Not Applicable
NCUR	Not Current
NP	Not Provided
UC	Unable to Confirm
CHI	Child (<i>when <crn> provided is a card holder, <scndryCrn> provided is linked as a child record on that card</i>)
PTR	Partner (<i>when <crn> provided is a card holder, <scndryCrn> provided is linked as a partner record on that card</i>)
NCR	No Concession Relationship (<i>when <crn> provided is a card holder, if the <scndryCrn> provided is not linked to the card this result will be returned</i>)
NAP	Not on an appropriate payment
CUR	Current (<i>on payment</i>)
CAN	Cancelled (<i>payment cancelled</i>)
SUS	Suspended (<i>payment suspended</i>)

5. Match Code Values Mapping Tables

1. The following tables list the match codes (along with their meaning and possible follow-up actions) which may be returned within the <mtchCode> element in an XML response file.
2. When more than one action is listed in the Possible Follow-up Actions, this refers to the order of actions to try. If, for example, the first action is successful, the following suggested actions need not be applied.
3. The “Helpdesk” referred to in the following table is the Centrelink Confirmation eServices Helpdesk. The contact details are:
 - 1 FreeCALL™ 1800 887 774; or
 - 2 e-mail: helpdesk.ccs@centrelink.gov.au.
4. DVA “Helpdesk” details are as follows. Where specified in section ‘5.2 CCeS Other Agency BAT Match Codes’ enquiries should be forwarded to:
 - 3 Call 13 32 54; or
 - 4 FreeCALL™ 1800 555 254 (for non-metropolitan callers); or
 - 5 e-mail: dvaccesproj@dva.gov.au.

5.1 Centrelink BAT Match Codes

1. This table lists the match codes returned for Centrelink matches only (statusRqst and custDtlRqst).

Match Code	Description	Possible Follow-up Actions	Expected response
2	CRN provided for this record is valid, the record is located and result returned.	None.	All fields returned.
3	No record found for CRN provided.	1. Check CRN with Customer. 2. Customer needs to contact Centrelink.	Match code returned only. No name or eligibility results.
5	A problem exists for your organisation record within the Centrelink database.	Contact Centrelink Helpdesk.	Match code returned only. No name or eligibility results.
6	If a Status Request: The CRN provided belongs to a child record and your organisation does not have the Child CRN characteristic in your profile, unable to process. If a Customer Detail Request: The CRN provided belongs to a child record, unable to process.	1. Check that the Customer has provided the CRN belonging to their record (ie: adult record). 2. Customer needs to contact Centrelink. 3. Contact Centrelink Helpdesk to request the Child CRN characteristic be added to your organisation profile.	Match code returned only. No name or eligibility results.
7	Application processing error has occurred for this	Contact Centrelink Helpdesk.	Match code returned only. No name

	record.		or eligibility results.
8	Unable to confirm result. The Customer does not consent to allowing information to be transferred via CCeS.	Customer needs to contact Centrelink if they now wish to give consent for information transfer via CCeS.	Match code returned only. No name or eligibility results.

5.2 Other Agency BAT Match Codes

1. This table lists the match codes returned for non-Centrelink matches only (extRqst).

Match Code	Description	Possible Follow-up Actions	Expected response
5	A problem exists for your organisation record within the Centrelink database.	Contact Centrelink Helpdesk.	Match code returned only. No name or eligibility results.
7	Application processing error has occurred for this record.	Contact Centrelink Helpdesk.	Match code returned only. No name or eligibility results.
9	Credentials provided for this record are valid, the record is located and result returned.	None.	All results as per profile.
10	No record found for non Centrelink reference number provided.	1. Check reference number with customer. 2. Customer needs to contact relevant external agency.	Match code with name results of "UC". No eligibility results.
11	Multiple records found for non Centrelink reference number/details provided.	Contact relevant external agency (DVA for DVA customers, etc...).	Match code with name results of "UC". No eligibility results.
12	Mandatory fields not entered.	Refer to documentation for mandatory fields required for required match request.	Match code and name results of "NP" for missing name fields, "UC" for provided name details.
13	Invalid Org Type code entered.	Resubmit with correct org type code.	Match code returned only. No name or eligibility results.
14	File ID Matched, 1 record found, but the name provided did not match.	Check name details with customer. Customer may need to contact relevant external agency (DVA for DVA customers, etc...).	Match code and name results of "Y" or "N" for name fields.
15	File ID match, multiple names in list which are all unsuccessful name matches.	Check name details with customer. Customer may need to contact relevant external agency (DVA for DVA customers, etc...).	Match code with name results of "UC". No eligibility results.

6. Document Type Declarations (DTD's)

6.1 XML Request DTD

1. The following DTD will be used for validating CCeS BAT XML request files from 14 December 2002 :

```
<!ELEMENT BatchRequest004 ( header ,(custDtIRqst| statusRqst| extRqst)+, trailer ) >
<!ATTLIST extRqst id CDATA #IMPLIED >
<!ELEMENT extRqst ( custId, orgType, cnfrmDate?, (firstName?, middleName?, surname)?, dob?, addr?, pcodeMtch? ) >
<!ELEMENT addr ( addrLn1,addrLn2?, suburb, state, pcode ) >
<!ELEMENT pcodeMtch ( #PCDATA ) >
<!ELEMENT addrLn1 ( #PCDATA ) >
<!ELEMENT addrLn2 ( #PCDATA ) >
<!ELEMENT batchInfo ( #PCDATA ) >
<!ELEMENT cnfrmDate ( #PCDATA ) >
<!ELEMENT custId ( #PCDATA ) >
<!ELEMENT orgType ( #PCDATA ) >
<!ELEMENT crn ( #PCDATA ) >
<!ELEMENT custDtIRqst ( crn, cnfrmDate?, (firstName?, middleName?, surname)?, dob?, addr?) >
<!ATTLIST custDtIRqst id CDATA #IMPLIED >
<!ELEMENT dob ( #PCDATA ) >
<!ELEMENT firstName ( #PCDATA ) >
<!ELEMENT header ( system, timestamp, userId, senderOrgCrn?, recverOrgCrn?, senderAbn?, recverAbn?, batchInfo? ) >
<!ELEMENT numRecords ( #PCDATA ) >
<!ELEMENT pcode ( #PCDATA ) >
<!ELEMENT recverAbn ( #PCDATA ) >
<!ELEMENT recverOrgCrn ( #PCDATA ) >
<!ELEMENT system ( #PCDATA ) >
<!ELEMENT scndryCrn ( #PCDATA ) >
<!ELEMENT middleName ( #PCDATA ) >
```

```
<!ELEMENT senderAbn ( #PCDATA ) >
<!ELEMENT senderOrgCrn ( #PCDATA ) >
<!ELEMENT state ( #PCDATA ) >
<!ELEMENT statusRqst ( crn, cnfrmDate?, pcode?, scndryCrn? ) >
<!ATTLIST statusRqst id CDATA #IMPLIED >
<!ELEMENT suburb ( #PCDATA ) >
<!ELEMENT surname ( #PCDATA ) >
<!ELEMENT timestamp ( #PCDATA ) >
<!ELEMENT trailer ( numRecords ) >
<!ELEMENT userId ( #PCDATA ) >
```

6.2 XML Response DTD

1. The following DTD will be used for validating CCeS BAT XML response files from 17 November 2011 :

```
<!ELEMENT BatchResponse004 ( header, (custDtlResp | statusResp | extResp)+, trailer ) >

<!ELEMENT extResp ( custId, orgType, cnfrmId?, cnfrmDate?, mtchCode, firstName? , middleName? , surname? , dob? ,
addr?,pcodeMtch?, deceased?, pcc?, shc?, gch?,pow?,wwp?, extPymt? , disability?, sda?,state?, eyp?, mwc?, srd?, wdp?, oip?) >

<!ATTLIST extResp id CDATA #IMPLIED >

<!ELEMENT custId ( #PCDATA ) >

<!ELEMENT orgType ( #PCDATA ) >

<!ELEMENT cnfrmId ( #PCDATA ) >

<!ELEMENT gch ( #PCDATA ) >
```

<!ELEMENT pow (#PCDATA) >

<!ELEMENT wwp (#PCDATA) >

<!ELEMENT disability (#PCDATA) >

<!ELEMENT sda (#PCDATA) >

<!ELEMENT state (#PCDATA) >

<!ELEMENT eyp (#PCDATA) >

<!ELEMENT mwc (#PCDATA) >

<!ELEMENT srd (#PCDATA) >

<!ELEMENT wdp (#PCDATA) >

<!ELEMENT oip (#PCDATA) >

<!ELEMENT header (system, timestamp, userId, senderOrgCrn?, recverOrgCrn?, senderAbn?,
recverAbn?, batchInfo?) >

<!ELEMENT system (#PCDATA) >

<!ELEMENT timestamp (#PCDATA) >

<!ELEMENT userId (#PCDATA) >

<!ELEMENT senderOrgCrn (#PCDATA) >

<!ELEMENT recverOrgCrn (#PCDATA) >

<!ELEMENT senderAbn (#PCDATA) >

<!ELEMENT recverAbn (#PCDATA) >

<!ELEMENT batchInfo (#PCDATA) >

<!ELEMENT custDtlResp (crn, mtchCode, cnfrmDate?, name?, firstName?, middleName?,
surname?, dob?, addr?, state?) >

<!ATTLIST custDtlResp id CDATA #IMPLIED >

<!ELEMENT crn (#PCDATA) >

<!ELEMENT mtchCode (#PCDATA) >

<!ELEMENT cnfrmDate (#PCDATA) >

<!ELEMENT name (#PCDATA) >

<!ELEMENT firstName (#PCDATA) >

<!ELEMENT middleName (#PCDATA) >

<!ELEMENT surname (#PCDATA) >

<!ELEMENT dob (#PCDATA) >

<!ELEMENT addr (#PCDATA) >

<!ELEMENT statusResp (crn, mtchCode, cnfrmDate?, pcc?, hcc?, shc?, [lic?](#), [entStartDate?](#), [entEndDate?](#), deceased?, blind?, over70?, war?, inst?, pcode?, numChild?, scndryCrn?, pymt?, maxRate?, rateThold?, rateRatio?, otherPayments?) >

<!ATTLIST statusResp id CDATA #IMPLIED >

<!ELEMENT pcc (#PCDATA) >

<!ELEMENT hcc (#PCDATA) >

<!ELEMENT shc (#PCDATA) >

[<!ELEMENT lic \(#PCDATA \) >](#)

[<!ELEMENT entStartDate \(#PCDATA \) >](#)

[<!ELEMENT entEndDate \(#PCDATA \) >](#)

<!ELEMENT deceased (#PCDATA) >

<!ELEMENT inst (#PCDATA) >

<!ELEMENT blind (#PCDATA) >

<!ELEMENT over70 (#PCDATA) >

<!ELEMENT war (#PCDATA) >

<!ELEMENT pcode (#PCDATA) >

<!ELEMENT pcodeMtch (#PCDATA) >

<!ELEMENT numChild (#PCDATA) >

<!ELEMENT scndryCrn (#PCDATA) >

<!ELEMENT pymt (type?, status?, startDate?, endDate?, datePaidTo?) >

<!ELEMENT extPymt (type?, status?, startDate?, maxRate?, rateRatio?) >

<!ELEMENT otherPayments (type?, status?, startDate?, endDate?, datePaidTo?) >

<!ELEMENT type (#PCDATA) >

<!ELEMENT status (#PCDATA) >

<!ELEMENT startDate (#PCDATA) >

<!ELEMENT endDate (#PCDATA) >

<!ELEMENT datePaidTo (#PCDATA) >

<!ELEMENT maxRate (#PCDATA) >

<!ELEMENT rateRatio (#PCDATA) >

<!ELEMENT rateThold (#PCDATA) >

<!ELEMENT trailer (numRecords) >

6.3 <!ELEMENT numRecords (#PCDATA) >XML Rejection DTD

1. The following DTD will be used for validating CCeS BAT XML rejection files from 14 December 2002 :

<!ELEMENT BatchRejection004 (header ,(custDt|Rqst| statusRqst| extRqst)+, trailer) >

<!ATTLIST extRqst id CDATA #IMPLIED >

<!ELEMENT extRqst (custId, orgType, cnfrmDate?, (firstName?, middleName?, surname)?, dob?, addr?, pcodeMtch?) >

<!ELEMENT addr (addrLn1,addrLn2?, suburb, state, pcode) >

<!ELEMENT addrLn1 (#PCDATA) >

<!ELEMENT addrLn2 (#PCDATA) >

<!ELEMENT batchInfo (#PCDATA) >

<!ELEMENT cnfrmDate (#PCDATA) >

<!ELEMENT custId (#PCDATA) >

<!ELEMENT orgType (#PCDATA) >

```
<!ELEMENT crn ( #PCDATA ) >
<!ELEMENT custDtlRqst ( crn, cnfrmDate?, (firstName?, middleName?, surname)?, dob?, addr?) >
<!ATTLIST custDtlRqst id CDATA #IMPLIED >
<!ELEMENT dob ( #PCDATA ) >
<!ELEMENT firstName ( #PCDATA ) >
<!ELEMENT header ( system, timestamp, userId, senderOrgCrn?, recverOrgCrn?, senderAbn?, recverAbn?, batchInfo? ) >
<!ELEMENT numRecords ( #PCDATA ) >
<!ELEMENT pcode ( #PCDATA ) >
<!ELEMENT recverAbn ( #PCDATA ) >
<!ELEMENT recverOrgCrn ( #PCDATA ) >
<!ELEMENT system ( #PCDATA ) >
<!ELEMENT middleName ( #PCDATA ) >
<!ELEMENT scndryCrn ( #PCDATA ) >
<!ELEMENT senderAbn ( #PCDATA ) >
<!ELEMENT senderOrgCrn ( #PCDATA ) >
<!ELEMENT state ( #PCDATA ) >
<!ELEMENT statusRqst ( crn, cnfrmDate?, pcode?, scndryCrn? ) >
<!ATTLIST statusRqst id CDATA #IMPLIED >
<!ELEMENT suburb ( #PCDATA ) >
<!ELEMENT surname ( #PCDATA ) >
<!ELEMENT timestamp ( #PCDATA ) >
<!ELEMENT trailer ( numRecords ) >
<!ELEMENT userId ( #PCDATA ) >
<!ELEMENT pcodeMtch ( #PCDATA ) >
```

Appendix A - Payment Descriptions - Centrelink

1. The following table will list the codes returned within the <type> element in status response XML blocks and their meanings.

Payment Code	Description
ABA	ABSTUDY - Schooling Applicant
ABT	ABSTUDY - Schooling Student
ABY	ABSTUDY - Secondary / Tertiary
AIC	Assistance for Isolated Children
AGE	Age Pension
AUS	Austudy Payment
BVA	Bereavement Allowance
CAR	Carer Payment
CDA	Carer Allowance
DSP	Disability Support Pension
ECP	Exceptional Circumstances Relief Payment
FFR	Farm Family Restart Scheme
FHS	Farm Household Support
MAA	Mature Age Allowance
MPA	Mature Age Partner Allowance
NMA	Newstart Mature Age Allowance

NSA	Newstart Allowance
PPP	Parenting Payment Partnered
PPS	Parenting Payment Single
PTA	Partner Allowance
SKA	Sickness Allowance
SPL	Special Benefit
WDA	Widow Allowance
WFA	Wife Pension Age
WFD	Wife Pension Disability
WID	Widow B Pension
YAL	Youth Allowance
YTA	Youth Training Allowance

Appendix B - Entitlement Descriptions - DVA

1. The following table lists the codes returned within the <type> element in External Dept response XML blocks for DVA and their meanings.

Payment Code	Description
AGE	Age Pension
ISS	Income Support Supplement
SER	Service Pension
VEP	Veteran Payment

2. The following table represents other entitlement types provided by DVA.

Entitlement Code	Description
GCH	Gold Card Holder
IAS	Level of Incapacity (Incapacity Assessment)
PCC	Pensioner Concession Card
POW	Prisoner of War
SDA	Specific Disability Assessment
SHC	Commonwealth Seniors Health Card
WWP	War Widow(er) Pension
WDP	Wholly Dependent Partner
EYP	Dependent Eligible Young Person

OIP	Overall Impairment Points
MWC	MRCA 'White Card'
SRD	Special Rate Disability Pension

Appendix C - DTD Version Change Requirements

1. The following table lists the summary of changes to the DTD structure. These details are provided to summarise the main aspects of the change, and stipulate what changes are required to be made to the transmission content to support the new version.

Version Number	Features	Change requirements
3	Centrelink enquiries	Establish basic functionality
4	New request blocks for DVA & other External Department customer requests	<p>Change version number in all DTD's (request, response & rejection) to '4', for all enquiries (Centrelink and External).</p> <p>No Changes required to existing Centrelink request blocks, however version '3' DTD's will no longer be supported.</p> <p>If External Dept requests are required, format request as per External Dept requests outlined in this document.</p> <p><mtchCode> field in each response block is now a numeric length two (2). For valid values see Section 5 - 'Match Code Values Mapping Table'.</p>