Withholding File Errors

Any error that occurs during the INTIME Bulk File upload process can be categorized as:
- ➢ File level error
- ➢ File column/data level errors

File Level Error

A file level error occurs when there is an error in the overall file specification. The following are specific reasons for this generic error:

File Size Exceeds 10 MB

If your bulk file size exceeds 10 MB, it must be submitted via SFTP. INTIME does not accept files greater than 10 MB. The system rejects with the generic file specification error as shown in the screenshot below. More information is available in the SFTP Bulk Filing Guide.
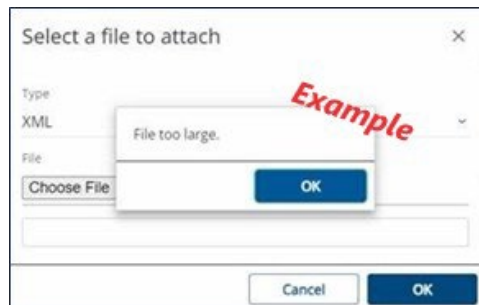
File Type Is Not In The Required Format

The only acceptable file types are XML files (.xml) and text files (.txt) in EFW2 and 1220 format.

Note: Other file types like PDF, DOC, excel spreadsheet files, etc. are not accepted. The system rejects with the generic file specification error as shown in the screenshot below.
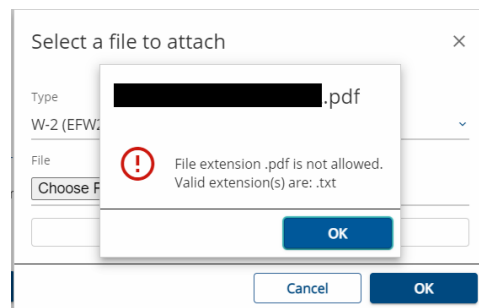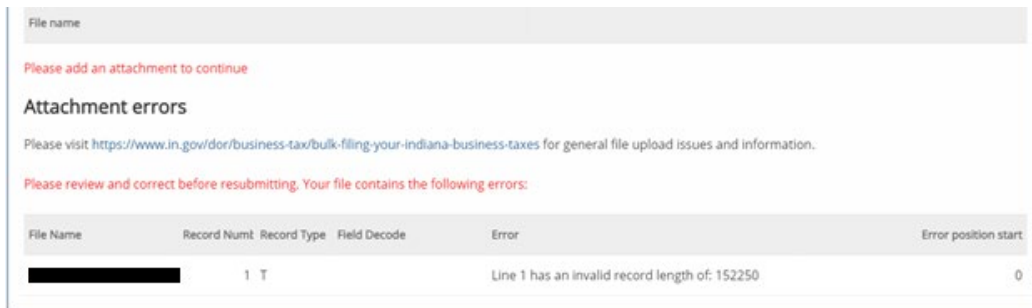
EFW2 .txt File with No Carriage Return/Line Feeds (CR/LF)

There is a restriction to length of the data in each line/record of the EFW2 .txt file. Refer to the specification guide for the correct length. For example, if the allowed specified length is 512, then in the 513th character, there must be a carriage return/line feed, which indicates the line ending. The system checks the record length of the line in the .txt file and rejects with the generic file specification error as shown in the screenshot below.

Note: This can be viewed by opening your file in Notepad++ and following these steps:

Step 1:   Go to menu option "View"
Step 2:   Go to "Show symbol"
Step 3:   Select "Show end of line"

# 1220 .txt File with No Carriage Return/Line Feeds (CR/LF)

There is a restriction to length of the data in each line/record of the 1220 .txt file. Refer to the specification guide for the correct length. For example, if the allowed specified length is 750, then in the 751th character, there must be a carriage return/line feed, which indicates the line ending. The system checks the record length of the line in the .txt file and rejects with the generic file specification error as shown in the screenshot below.

Note: This can be viewed by opening your file in Notepad++ and following these steps:

Step 1:   Go to menu option "View"
Step 2:   Go to "Show symbol"
Step 3:   Select "Show end of line"

Submitting Wrong File Format for Selected File Type

There is an option for selecting the file types like 1099 (1220 format) or W-2 (EFW2 Format). When selecting the 1220 format and submitting the valid EFW2 format file, you will receive the error below because the wrong format was selected.
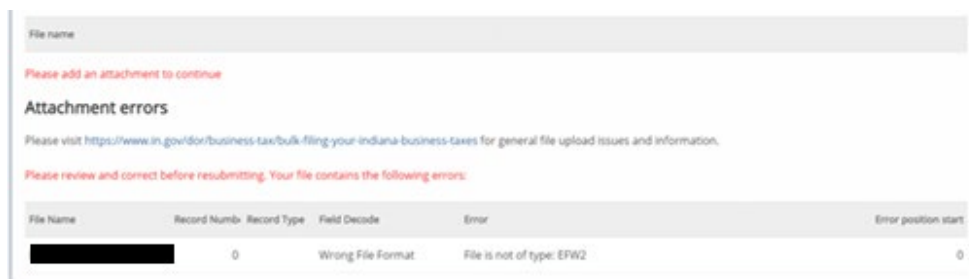

Converting File from PDF or Excel Spreadsheet Files

Do not convert a PDF or Excel spreadsheet file to .xml or .txt files, – the system does not accept those file types. The system rejects with the generic file specification error as shown in the screenshot below.

If the generic message box appears, then it is a file specification error. Visit DOR's Withholding Income Tax page for more information.

Refer to the screenshot below for the generic message received specific to file specification issues:
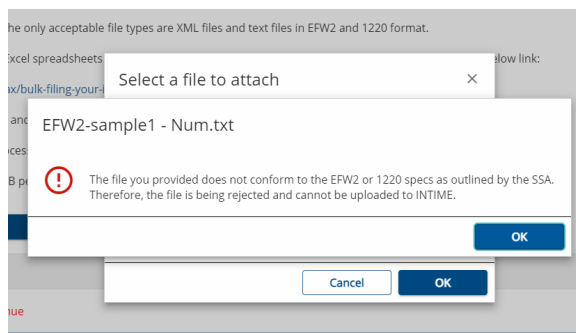
File Column/Data Level Errors

Once your file has completed the file specification check, then the next level check is for column/data specific errors.

The system detects some standard data level errors:

- Verify the Federal Employer Identification Number (FEIN) in your file is the one associated with your with holding account.
- Verify the location ID in your file is a valid one.

- Verify the validity and length of the state ID. For example, if the length of the Taxpayer Identification Number (TID) is 10, then the number of digits used in your file must be 10. It cannot be more or less than 10 digits.
- Verify County Code is present.
- Verify the special characters or alphabet values in the numeric fields/columns.
- Verify the tax filing year is valid. For example, if you are filing for the year 2020, then your file must have the value as 2020 in the tax year position in the header record.

These errors are the most common for data/column specific issues. There could be other issues with your file that do not appear on this list.

If your file has a data/column level issue, a list of "Attached Errors" will appear.

Note: This happens only when you submit a .txt file.

The screenshot above shows that the sample file submitted has two errors. Tax years do not match in the first error listed, which means the tax year does not pertain to the current tax year. The FEIN number is wrong in the second error listed, which means the FEIN in the file does not match the one associated with the account.

The error table columns identify the issue and the exact position to be corrected:

- **File Name**: The name of the file being uploaded.
- **Record Number**: The line number where the error is found. Per the screenshot above, both errors appear in line number 1 of the file.
- **Record Type**: The type of record where the error is found. There are different types of records used while building the file. Some examples include the RS record, RE record, etc. Refer to the file specification document for more information.
- **Field Decode**: The short caption of the error.
- **Error**: The detailed description of the error.

- **Error Position Start**: The exact position that is the column number where the error starts. For example, in the above screenshot, the first error occurs in line number 1 and the column number starting from 3. The second error occurs in line number 1 and the column number starting from 8.

For an uploaded XML file, the error list will look like the screenshot below. The error table identifies the issue and the exact position to be corrected:

- **Filename**: The name of the .XML file being uploaded.
- **Return Number**: The line number of the error in the file.
- **Error**: Detailed description of the error.

Once all errors have been corrected, resubmit the file. It should now upload successfully.

Note: Submit your file by clicking the "Submit" button, then click "Next" to get to the review and submit page. The "Successfully Uploaded" message does not mean your file was submitted. You will receive a confirmation message with a number that verifies your file was submitted successfully.

Contact Us

Electronic Services Team
Indiana Department of Revenue
100 North Senate Avenue, IGC N286
Indianapolis, IN 46204-2253
Bulkfiler@dor.IN.gov