

## Identifying Records at MJIR Status

**MJIR are Contacts/returns that CMS has rejected when the MRA has uploaded a file i.e. the file was accepted but individual Contacts within were not.**

It is important that the MRA 'DOES NOT' amend any of the data that is provided at Notification, as this will inevitably cause the contact to reject. This means that any data populated in the MJO file download must remain un-changed when it is included in the MJJ file upload.

When a file is uploaded to CMS it is important to check that all records within the file were successfully uploaded.

It should be noted that although the file was successfully uploaded, some records contained may not have been successfully accepted by CMS.

The screen shot below shows, following a file search, the uploaded file has been selected and the rows indicate whether the records within have been accepted or rejected.

You will see from the status column on the right if the record was accepted. For those rejected records, the number in the left hand column indicates which row in the file the rejected record was populated, thus allowing you to review it.

The screenshot shows the Xoserve Contact Management interface. At the top, there's a navigation bar with 'Contact Management' and a search bar. Below that, search criteria are displayed: File Reference Number 69625, Contacts Logged On 12/03/2013, Status ACCEPTED, and Status Description ACCEPTED. The search results are filtered by Contact Code 'All' and Contact Status 'Accepted' and 'Rejected'. A table of results is shown with columns: CRN/Record ID, MFRN, Invoice Number, Contact Code, Short Code, Logged By, and Status. The table contains several rows, with the last row having a '2' in the left margin and a 'REJECTED' status. A red arrow points to this row.

CRN/Record ID	MFRN	Invoice Number	Contact Code	Short Code	Logged By	Status
20112921	84564906		MUR	XOS	system	ACCEPTED
20158195	876172000		MUR	XOS	system	ACCEPTED
20158207	88836210		MUR	XOS	system	ACCEPTED
20158771	8827478909		MUR	XOS	system	ACCEPTED
20158140	585731105		MUR	XOS	system	ACCEPTED
2						REJECTED
2						REJECTED

To determine the cause for the rejection, click the record number in the CRN/Record ID column. This will then provide the rejection reason

The screenshot shows the Xoserve Contact Management interface with a 'Contact Rejected' dialog box open. The dialog box contains the following text: 'MMIC00114 - The number of dials or number of Meter heading digits differs from expected' and 'QRLJ09293 - Record already received'. The dialog box has an 'Ok' button at the bottom.

With this information, you can then go to the file and rectify the error before resubmitting the rejected record. As long as the rejections are rectified, the record should be accepted and the Contact will move to the next stage i.e. uploading the read, where there is a read included.