

# **Service Point Use Guide Browser Geocoder (Beta Release)**

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## What is the Service Point Browser Geocoder?

The Service Point Browser Geocoder is intended for organisations that do not have web based forms or application but still wish to take advantage of Location Based Reporting. It is a web based application that is capable of geocoding and submitting bulk transactions (up to 1000 records at a time) to the Service Point Register.

Useful Service Point links:

- Service Point - [Online help and Developer Documentation](#)
- Service Point - [Activity Register](#)
- Service Point - [Browser Geocoder](#)

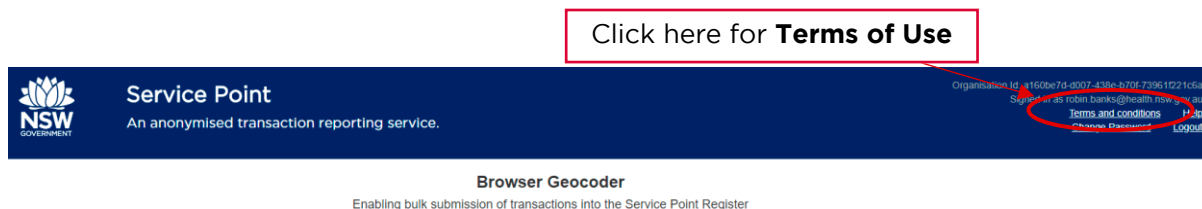
## What do I need to have to be able to use the Service Point Browser Geocoder?

To use the Service Point Browser Geocoder you will need the following:

- **Google Chrome** is currently the only supported web browser.
- Your Organisation's Activities and Sites must initially be setup in the Service Point **Activity Register** prior to any transactions being submitted. See the Activity Register User Guide
- You will need a Service Point **account** that is configured to access the Browser Geocoder.
- The transactions you wish to submit to Service Point must be recorded in a CSV file containing the following information:
  - o **Organisation ID:** derived from the Service Point Activity Register or directly extracted from your organisation linked user profile – Required field
  - o **Activity ID:** derived from the Service Point Activity Register – Required field
  - o **Site ID:** derived from the Service Point Activity Register. Site ID is only necessary for transactions that are associated with a service delivery location that is captured in Service Point e.g. a Service NSW Service Centre or a NHS facility - optional
  - o The **Address** associated with the transactor –Required field (See example image 4).
  - o The **date** of each transaction – Required field (**dd/mm/yyyy**)

The transaction records are geocoded using NSW Point Services and only the de-identified aggregated data is uploaded into the Service point Register. The complete geocoded file can be downloaded by the user after submitting the transactions to Service Point.

Before commencing, please ensure you have read the terms of use located in the header in the Geocoder application. See image below.



## 1. Logging in to the Service Point Browser Geocoder

The URL for accessing beta version of the Service Point Browser Geocoder is:

<http://servicepoint.digital.nsw.gov.au/browsergeocoder/index.html>

Once you have clicked on the link you will be prompted to enter your username and password. If you do not have a user name or password please contact the [Spatial Services team](#).

Image 1

The screenshot shows the 'Service Point' login interface. At the top is the NSW Government logo and the text 'Service Point An anonymised transaction reporting service.' Below this is the heading 'Login to Browser Geocoder'. There are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a 'login' button. Below the input fields is a light blue banner that says 'Please Sign In To Continue'. Underneath the banner, it states 'By using this service you agree to our [terms and conditions](#).' and 'Need Help? [Click Here](#)'. A red-bordered box on the left contains four steps: 'Step 1: Enter Username.', 'Step 2: Enter Password.', 'Step 3: read terms and conditions', and 'Step 4: Click the 'Login' button.'. Red arrows point from these steps to the corresponding elements on the page: Step 1 to the Username field, Step 2 to the Password field, Step 3 to the terms and conditions link, and Step 4 to the login button.

**Step 1:** Enter Username.

**Step 2:** Enter Password.

Step 3: read terms and conditions

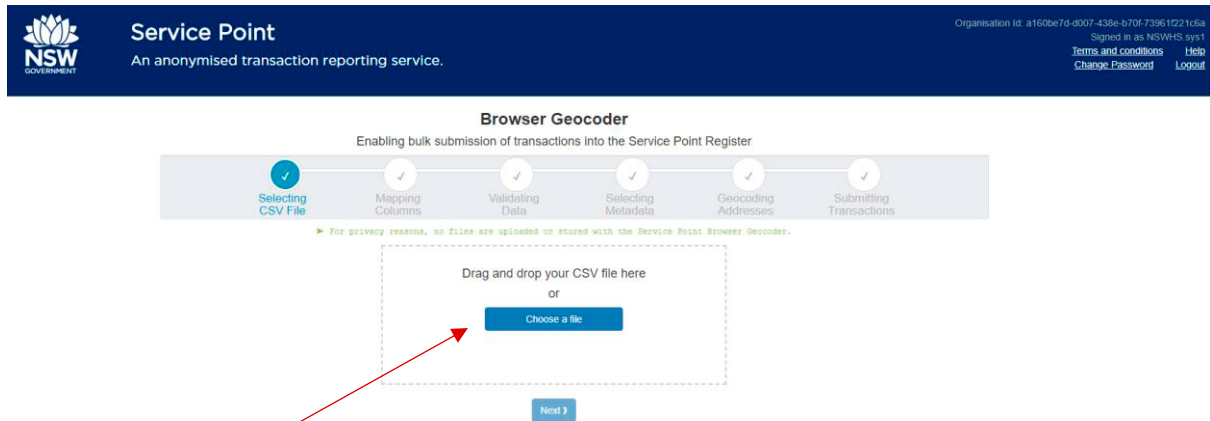
**Step 4:** Click the 'Login' button.



## 2. Loading bulk transactions into Service Point Register

Once you have logged in, the CSV loader screen will appear (See [image 2](#)). You can search a file on your computer, select a file and then hit 'next', or you can drag and drop the CSV file into the drop box as shown in the screen shot below.

Image 2



Load a CSV file from your own computer files. Clicking the 'Choose a file' button will bring up the document list for the user to make their selection.

- Step 4:** Click on 'Choose a file' button. The document list will appear for the user to make their selection (See [Image 3](#)).
- OR
- Drag and drop a CSV file into the 'Drag and drop your CSV file here' box.
- Step 5:** Click 'Next' button.

Image 3

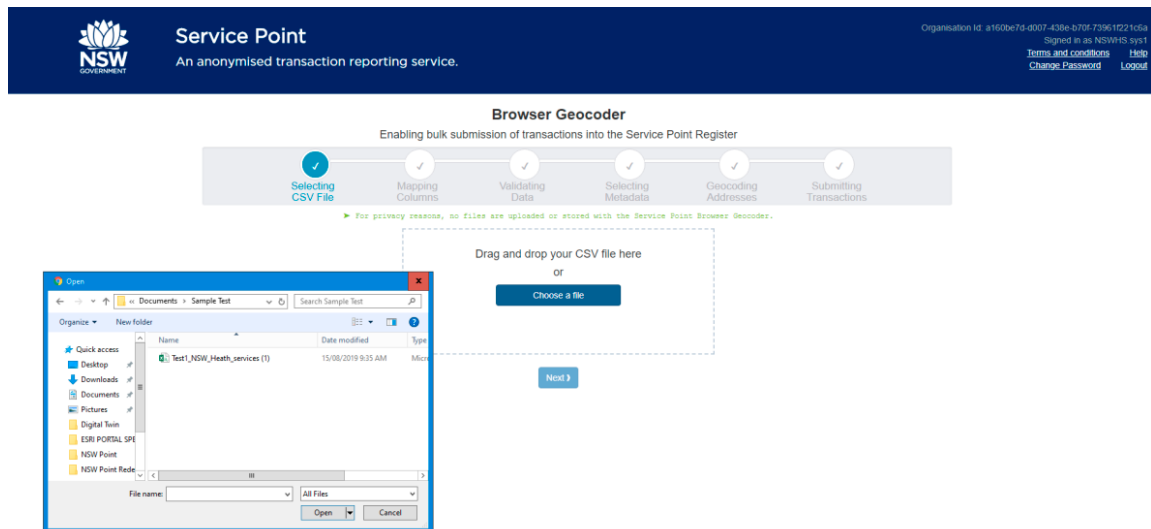


Image 4 below shows an example of a CSV file that can be loaded.

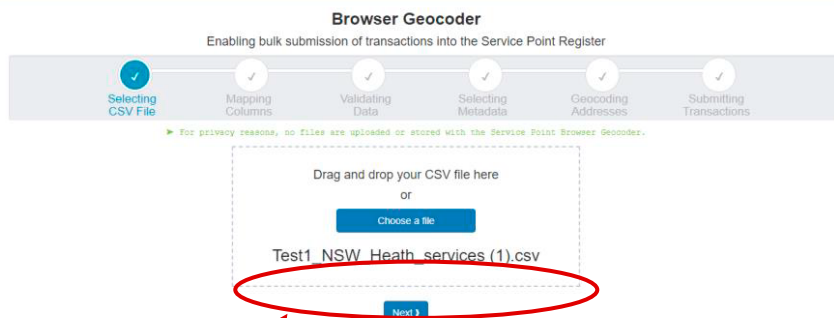
Mandatory fields for the CSV file include Activity ID (valid and current in Activity Register), Transaction Address and Transaction Date. Preferred addition field is the Organisation ID, Site ID and Source ID.

Image 4

	date	activity	amount	CustomerAddress	site
1					
2	05/04/2019	080475de	55	48 MINOIA STREET BEKLEY	
3	05/04/2019	080475de	77	42 HERITAGE HIGHWAY CIRCUS ST HELENS PARK	
4	05/04/2019	080475de	55	68 BEN BOYD ROAD NEUTRAL BAY	
5	05/04/2019	080475de	55	505/54 BURROUWAY ROAD WENTWORTH POINT	
6	05/04/2019	080475de	205	108/500 ROUSE STREET WATERLOO	
7	05/04/2019	080475de	120	20 EASTERN ARTERIAL ROAD KILARA	
8	05/04/2019	080475de	77	49 PALMER STREET BALMAIN	
9	05/04/2019	080475de	55	13 VELCH PLACE MANTO	
10	05/04/2019	080475de	55	2/15A UNSLEY STREET GLADESVILLE	
11	05/04/2019	080475de	120	19 TRENTBIDGE ROAD BELROSE	
12	05/04/2019	080475de	55	17 KECHESTER STREET ROTARY	
13	05/04/2019	080475de	55	76 BURWOOD ROAD CONCORD	
14	05/04/2019	080475de	120	8/27-29 MARY STREET AUBURN	
15	05/04/2019	080475de	55	42 KIPPAX AVENUE LEWISAH	
16	05/04/2019	080475de	77	106/23 GERTRUDE STREET WOLLI CREEK	
17	05/04/2019	080475de	220	188 BEKLEY ROAD KARLUWOOD	
18	05/04/2019	080475de	220	19 PARKER AVENUE CASTLE HILL	
19	05/04/2019	080475de	120	12 COOKEYANA PARADE MOUNT LEWIS	
20	05/04/2019	080475de	77	16 ALI PARADE NEWINGTON	
21	05/04/2019	080475de	77	8 LINDA PLACE LUGARNO	
22	05/04/2019	080475de	55	85 MARKET STREET MUDGEE	
23	05/04/2019	080475de	220	82 MUSTON STREET MOSMAN	
24	05/04/2019	080475de	55	78 ACTON STREET HURLSTONE PARK	
25	05/04/2019	080475de	55	18 LISBON STREET SYLVANIA	
26	05/04/2019	080475de	55	7/70 OXFORD STREET EPPING	
27	05/04/2019	080475de	120	20 JAMESON AVENUE BULLHORN HILLS	
28	05/04/2019	080475de	77	21/13-17 STEWART STREET GLEBE	
29	05/04/2019	080475de	55	12/139 BRONTE ROAD QUEENS PARK	
30	05/04/2019	080475de	55	18/2/56-58 GEORGE STREET WATERLOO	
31	05/04/2019	080475de	77	26 BARELLAN AVENUE CARLINGFORD	
32	05/04/2019	080475de	55	16 TABRETT STREET BANGSUA	
33	05/04/2019	080475de	55	148 LUMBERLAND ROAD AUBURN	
34	05/04/2019	080475de	220	3 EASTVIEW STREET GREENWOCH	
35	05/04/2019	080475de	55	3A DORSSET ROAD NORTHERIDGE	
36	05/04/2019	080475de	55	52 CONDON LANE PENRITH	
37	05/04/2019	080475de	55	106 WICKS ROAD NORTH RYDE	
38	05/04/2019	080475de	55	401 BLACKTOWN ROAD TOONGABIE	
39	05/04/2019	080475de	55	13 VELCH PLACE MANTO	
40	05/04/2019	080475de	120	1/181 BOURKE STREET WOOLLOOMOOLOO	
41	05/04/2019	080475de	55	15 TAUNTON STREET PYMBLE	
42	05/04/2019	080475de	55	507 NEW SOUTH HEAD ROAD DOUBLE BAY	
43	05/04/2019	080475de	220	3/204 FALCON STREET NORTH SYDNEY	
44	05/04/2019	080475de	77	6 CADELL STREET DUBBO	
45	05/04/2019	080475de	55	15 KALLAROO ROAD WARRIMARRA BEACH	

Once you select a file from your computer or by dropping and dragging your file into the drop box, the title of the selected file will appear below the 'Choose a file' button as illustrated in image 5 below. Check that this is the correct file before clicking **'Next'**.

Image 5



The file selected will be displayed under the 'Choose a file' button. Ensure this is correct before you click **'Next'**.

### 3. Mapping the CSV file field names with the Geocoder field options

Once the CSV file has been loaded, the system will check all fields in the file. You will then be prompted to map all mandatory field with the field names in the CSV file, for example, in your CSV you may have the field called 'Place of Service' which would align with 'Transaction Address' in the geocoder. The CSV geocoder will add spatial information to any CSV spreadsheet containing addressing data.

Image 6



**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

✓ CSV File Selected

**✓ Mapping Columns**

✓ Validating Data

✓ Selecting Metadata

✓ Geocoding Addresses

✓ Submitting Transactions

Mapping and Validating the CSV Header Columns

Mapping (* Required)	Field Name
Organisation id	Ignored
* Activity id	activity
Site id	site
Source id	Ignored
* Transaction Address	CustomerAddress
* Transaction Date (DDMMYYYY)	date

( Back   **Next** )

Ensure that all mandatory fields **Activity ID**, **Transaction Address**, and **Transaction Date** are mapped with the heading names in your CSV file. It is recommended that non mandatory fields are also included such as SiteID from the Activity register for improved analytics.

**Step 6:** Select from the drop down menus on the right of the table that align with the prescribed field names on the left.

**Step 7:** Click 'Next'.

### 3.1. Potential Issues due to Incorrect Mapping:

Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

CSV File Selected

Mapping Columns

Validating Data

Selecting Metadata

Geocoding Addresses

Submitting Transactions

Mapping and Validating the CSV Header Columns

Mapping (* Required)	Field Name
Organisation Id	Ignored
* Activity Id	field5
Site Id	site
Source Id	Ignored
* Transaction Address	Ignored
* Transaction Date (DDMMYYYY)	date

Back

Next

Transaction Address is required

Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

CSV File Selected

Mapping Columns

Validating Data

Selecting Metadata

Geocoding Addresses

Submitting Transactions

Mapping and Validating the CSV Header Columns

Mapping (* Required)	Field Name
Organisation Id	Ignored
* Activity Id	date
Site Id	site
Source Id	Ignored
* Transaction Address	Ignored
* Transaction Date (DDMMYYYY)	date

Back

Next

Transaction Date must be uniquely mapped

Required fields must be uniquely mapped and are mandatory to be included in the CSV input file

## 4. Reviewing your transactions before submitting

This screen will show you your CSV file list with the ability to view all the information, just the valid results, any duplicate transactions, Warnings or Error lines. Please review all your transactions and rectifying any errors or duplicates before clicking **'next'**.

Image 7

**Service Point**  
An anonymised transaction reporting service.

Organisation Id: a160be7d-d007-438e-b70f-73961c21c68a  
Signed in as NSWHS sys1  
[Terms and conditions](#) [Help](#)  
[Change Password](#) [Logout](#)

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

CSV File Selected Columns Mapped **Validating Data** Selecting Metadata Geocoding Addresses Submitting Transactions

Validating the CSV Data and Activity Register

File: Test1\_NSW\_Health\_services (1).csv Total: 47 - #Valid: 47 #Duplicates: 0 #Warnings: 0 #Errors: 0  
\* All \* Valid \* Duplicate \* Warning \* Error

Validation	row	status	message	site	date	activity	CustomerAddress
1 Valid	1			c031a229-348e-42d9-ac87-0de4ebbb5843	14/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	48 MIMOSA STREET BEXLEY
2 Valid	2			c031a229-348e-42d9-ac87-0de4ebbb5843	3/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	62 HERITAGE HEIGHTS CIRCUIT ST HELENS PARK
3 Valid	3			c031a229-348e-42d9-ac87-0de4ebbb5843	13/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	68 BEN BOYD ROAD NEUTRAL BAY
4 Valid	4			c031a229-348e-42d9-ac87-0de4ebbb5843	1/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	505/14 BURROWAY ROAD WENTWORTH POINT
5 Valid	5			c031a229-348e-42d9-ac87-0de4ebbb5843	31/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	108/850 BOURKE STREET WATERLOO
6 Valid	6			c031a229-348e-42d9-ac87-0de4ebbb5843	15/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	20 EASTERN ARTERIAL ROAD KILLARA
7 Valid	7			c031a229-348e-42d9-ac87-0de4ebbb5843	21/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	49 PALMER STREET BALMAIN
8 Valid	8			c031a229-348e-42d9-ac87-0de4ebbb5843	14/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	13 WELCH PLACE MINTO
9 Valid	9			c031a229-348e-42d9-ac87-0de4ebbb5843	15/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	2/15A LINSLEY STREET GLADESVILLE
10 Valid	10			c031a229-348e-42d9-ac87-0de4ebbb5843	12/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	19 TRENTBRIDGE ROAD BELROSE
11 Valid	11			c031a229-348e-42d9-ac87-0de4ebbb5843	12/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	37 ROCHESTER STREET BOTANY
12 Valid	12			c031a229-348e-42d9-ac87-0de4ebbb5843	16/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	76 BURWOOD ROAD CONCORD
13 Valid	13			c031a229-348e-42d9-ac87-0de4ebbb5843	7/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	8/27-29 MARY STREET AUBURN
14 Valid	14			c031a229-348e-42d9-ac87-0de4ebbb5843	7/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	42 KIPPAX AVENUE LEUMEAH
15 Valid	15			c031a229-348e-42d9-ac87-0de4ebbb5843	28/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	106/23 GERTRUDE STREET WOLLI CREEK
16 Valid	16			c031a229-348e-42d9-ac87-0de4ebbb5843	23/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	186 BEXLEY ROAD EARLWOOD
17 Valid	17			c031a229-348e-42d9-ac87-0de4ebbb5843	10/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	39 PURSER AVENUE CASTLE HILL
18 Valid	18			c031a229-348e-42d9-ac87-0de4ebbb5843	16/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	12 COOEYANA PARADE MOUNT LEWIS
19 Valid	19			c031a229-348e-42d9-ac87-0de4ebbb5843	10/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	16 ALI PARADE NEWINGTON

« Back Next »

Click on **'All'** to see the list of all transactions

Click on **'Valid'** to see all transactions that are valid transactions for geocoding.

Click on **'Duplicate'** to see all transactions that are duplicated in the list (please remove the duplicates before validating)

Click **'Warning'** to see all transactions that have a potential issue, but will still be validated. It is advised that users check these transactions before hitting **next**.

Click **'Error'** to see all transactions that have issues that will prevent that transaction from being validated. Please check and rectify before hitting **next**.

**Step 8:** Click **'Next'**.

## 5. Selecting additional Spatial Information

The next step is to select the spatial information you wish to be added to your address information during validation in your CSV file. You can select as many options as you would like returned.

Select options include

- Coordinates
- ABS Statistical Areas
- LGA Name
- Suburb Name
- Electoral Names

Image 8

The screenshot shows the 'Service Point' interface with the 'Browser Geocoder' section. The progress bar indicates the following steps: CSV File Selected, Columns Mapped, Data Validated, Selecting Metadata (current step), Geocoding Addresses, and Submitting Transactions. The 'Selecting Metadata' step is highlighted with a red oval. Below the progress bar, the text 'Select the Metadata information to add to your CSV' is followed by a list of checkboxes:

- ☐ Coordinates Longitude, Latitude - x,y
- ☒ ASGS ABS Statistical Area - Meshblock, Sa1, Sa2, Sa3, Sa4
- ☒ LGA Name - Local Government Area
- ☒ Suburb Name - Locality
- ☒ Electoral Names - CommonwealthElectoralName, StateElectoralName

At the bottom of the selection area are two buttons: 'Back' and 'Geocode Addresses'.

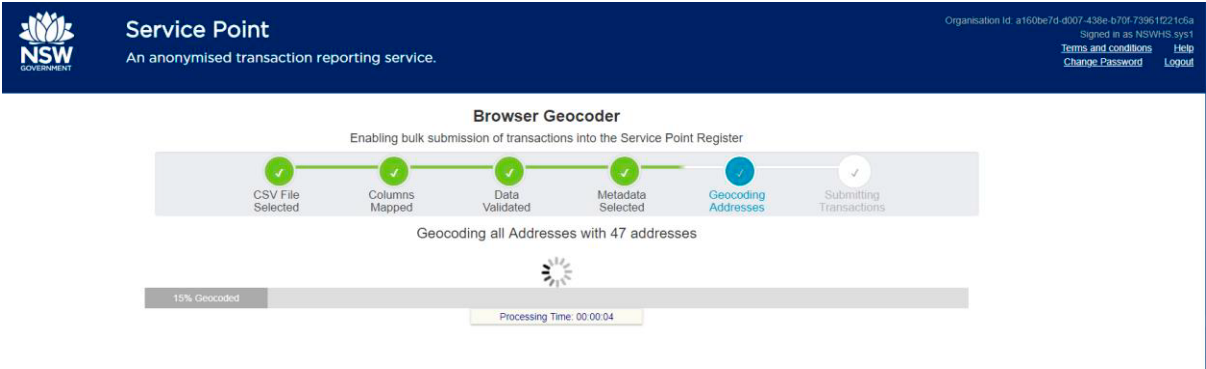
**Step 8:** Select the Spatial Information you would like to add to your address information and retrieve in your CSV file to be downloaded on completion. You can choose more than one as example shows.

**Step 9:** Click 'Geocode CSV'

## 6. Geocoding your CSV file

Once you have clicked **‘Geocode CSV’** you will see a processing screen (see [image 10](#) below). This will let you know the processing time. The more information in the CSV file, and the more using processing files the longer it may take, please be patient. The system will let you know when the geocoding has been completed by announcing so in the screen.

Image 10





The system will start geocoding the Address information from the CSV file. The results will be displayed in the box shown in Image 11 below. You will not be able to download your CSV file until you send the transactions to the Service Point Register by clicking **‘Submit Transactions’** as seen in image 11 below.

Image 11

Service Point

An anonymised transaction reporting service.

Organisation Id: a160be7d-d007-438e-b70f-739610221c6a

Signed in as NSWHS sys1

[Terms and conditions](#)
[Help](#)

[Change Password](#)
[Logout](#)

Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

✓

CSV File Selected

✓

Columns Mapped

✓

Data Validated

✓

Metadata Selected

✓

Geocoding Addresses

✓

Submitting Transactions

For privacy reasons, only data in the Transactions are submitted to the Service Point.

Geocoding Completed

Geocoder Time Taken: 00:00:20

File: Test1\_NSW\_Heath\_services (1).csv Total: 47 - #Valid: 45 #Warnings: 2 #Errors: 0

All

Valid

Warning

Error

Transactions

row	site	date	activity	asgsMain_2016_mbid	asgsMain_2016_sa1id	asgsMain_2016_sa2id	asgsMain_2016_sa3id	asgsMain_2016_sa4id	asgsMain_2021_n
2	c031a229-348e-42d9-ac87-0de4ebbb5843	3/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10166490000	12302143607	123021436	12302	123	
3	c031a229-348e-42d9-ac87-0de4ebbb5843	13/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11204695900	12104141605	121041416	12104	121	
4	c031a229-348e-42d9-ac87-0de4ebbb5843	1/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11204471200	12501147312	125011473	12501	125	
5	c031a229-348e-42d9-ac87-0de4ebbb5843	31/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11205183500	11703133832	117031338	11703	117	
6	c031a229-348e-42d9-ac87-0de4ebbb5843	15/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10422950000	12103140727	121031407	12103	121	
7	c031a229-348e-42d9-ac87-0de4ebbb5843	21/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10465080000	12002138713	120021387	12002	120	

Back

Submit Transactions

The results of the geocoding will be displayed here.

You can QA geocoded transactions by reviewing valid, warning, error tabs. By clicking on transactions you will be able to view what information is being sent as part of transaction submission.

**Step 10:** When you have reviewed your file and are satisfied with the information, click **‘Submit Transactions’** button.

13 Service Point Browser Geocoder

## 7. Send transactions to the Service Point Register

When the user clicks on **'Submit Transactions'** the transactions will be submitted to the Service Point Register (please see the information sheet on the Service Point web page for further information).

\* Service Point is an anonymised transaction reporting service developed by Spatial Services to facilitate location based reporting for NSW Government.

Image 12

The screenshot shows the 'Service Point' web interface. At the top, there's a header with the NSW Government logo and the text 'Service Point: An anonymised transaction reporting service.' On the right, there's a user session bar showing 'Organisation Id: a160be7d-4307-438e-670f-73961f221c6a', 'Signed in as NSWHS syst', and links for 'Terms and conditions', 'Help', 'Change Password', and 'Logout'.

The main content area is titled 'Browser Geocoder' with the subtitle 'Enabling bulk submission of transactions into the Service Point Register'. Below this is a progress bar with six steps, all marked with green checkmarks: 'CSV File Selected', 'Columns Mapped', 'Data Validated', 'Metadata Selected', 'Addresses Geocoded', and 'Transactions Submitted'. A red oval highlights the first five steps. Below the progress bar, a note states: 'For privacy reasons, only data in the Transactions are submitted to the Service Point.'

Below the progress bar, the text 'Service Point Transactions submitted' is displayed. Underneath, a summary line reads: 'File: Test1\_NSW\_Heath\_services (1).csv Total: 47 - #Valid: 45 #Warnings: 2 #Errors: 0'. Below this is a filter bar with radio buttons for 'All', 'Valid', 'Warning', 'Error', and a star icon for 'Transactions'.

The main part of the screenshot is a table with the following columns: 'row', 'site', 'date', 'activity', 'asgsMain\_2016\_mbid', 'asgsMain\_2016\_sa1id', 'asgsMain\_2016\_sa2id', 'asgsMain\_2016\_sa3id', 'asgsMain\_2016\_sa4id', and 'asgsMain\_2021\_n'. The table contains six rows of data, each representing a transaction. At the bottom of the table, there are two buttons: 'Finish' and 'Download Results to CSV'.

**Process complete**

**Step 11:** Click **'Download CSV'** if you would like a copy of your geocoded address information for each valid transaction.

The geocoded file will be available on the bottom left side of the screen as indicated in [image 13](#) below. Click on the file to open it. Or access the downloaded files in the browser by clicking Ctrl+J to access the downloads tab

Image 13

## Service Point

An anonymised transaction reporting service.

Organisation Id: a160be7d-9907-438e-b76f-73961022168a  
Signed in as NSWHS.sys1  
[Terms and conditions](#) [Help](#)  
[Change Password](#) [Logout](#)

### Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

✓ CSV File Selected

✓ Columns Mapped

✓ Data Validated

✓ Metadata Selected

✓ Addresses Geocoded

✓ Transactions Submitted

► For privacy reasons, only data in the Transactions are submitted to the Service Point.

### Service Point Transactions submitted

File: Test1\_NSW\_Heath\_services (1).csv Total: 47 - #Valid: 45 #Warnings: 2 #Errors: 0

[All](#) [Valid](#) [Warning](#) [Error](#) [Transactions](#)

row	site	date	activity	asgsMain_2016_mbid	asgsMain_2016_solid	asgsMain_2016_solid	asgsMain_2016_solid	asgsMain_2016_solid	asgsMain_2021_n
1	c031a229-348e-4209-ac87-0de4eb0b5843	14/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10668990000	11904137652	119041376	11904	119	
2	c031a229-348e-4209-ac87-0de4eb0b5843	3/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10166490000	12302143607	123021436	12302	123	
3	c031a229-348e-4209-ac87-0de4eb0b5843	13/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11204659500	12104141605	121041416	12104	121	
4	c031a229-348e-4209-ac87-0de4eb0b5843	1/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11204471200	12501147312	125011473	12501	125	
5	c031a229-348e-4209-ac87-0de4eb0b5843	31/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	11205183500	11703133832	117031338	11703	117	
6	c031a229-348e-4209-ac87-0de4eb0b5843	15/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	10627940000	121031140727	1210311407	12103	121	

Test1\_NSW\_Heath\_...csv

Show all

**Step 10:** Click on the file to open.

## 8. Changing your password

Image 14



To **change Password**, click on this button in the header and follow the prompts.

### Change User's Password

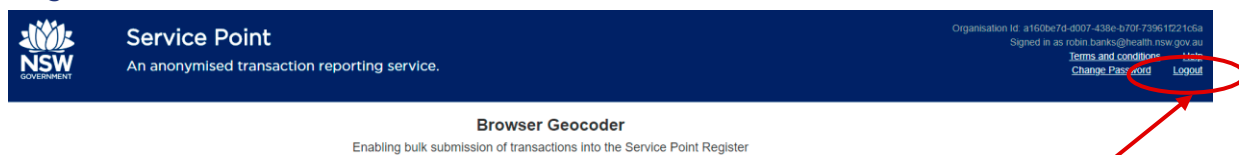
The password should be at least 8 characters in length and must contain at least 1 number, 1 special character and upper and lower case letters

Old password:	<input type="password"/>
New password:	<input type="password"/>
Confirm password:	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Follow the prompts to change your password  
Click '**Submit**'

## 9. Log out

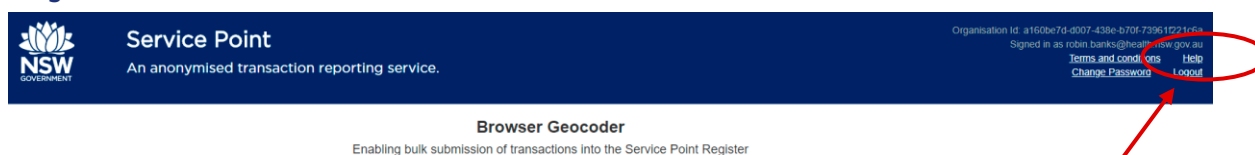
Image 15



To **Logout** this will log you out of the Service Point Browser Geocoder. You will have to log back in to gain access again.

## 10. Help

Image 16



To request **help**, click on this button to see the contact details of the support team.

## 11. Error Messages

Error messages provided by the system will prevent you from submitting transactions into the register. In some of the instances you will have to rectify the contents of the user CSV and in other instances you will have to retry the process at a later instance.

The descriptions below identify some of the most common error messages provided by the system and how a user can resolve them. Records with an Error can be accessed by clicking on the Error radio button (see image 17) over the table view. A summary of records with warnings is also provided to the user for a quick and easy review of the data going into the Service Point Register

Image 17

Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

✓ CSV File Selected

✓ Columns Mapped

✓ Data Validated

✓ Metadata Selected

Geocoding Addresses

Submitting Transactions

Addresses partially Geocoded

Processing Time: 00:07:26

File: Test1\_NSW\_Health\_services\_1000 - Copy.csv Total: 999 - #Valid: 946 #Warnings: 10 #Errors: 43

All

Valid

Warning

Error

Transactions

row	status	message	formattedAddressString	xy	asgsMain_2016	mbld	asgsMain_2016	sa1ld	asgsMain_2016	sa2ld	asgsMain_2016	sa3ld	asgsMain_2016	sa4ld	asgsMain_2021
89	Error	An internal error occurred while retrieving address.	28 KINSDALE CL KILLARNEY HEIGHTS NSW 2087												
91	Error	An internal error occurred while retrieving address.	6 WHAITES ST NAMBURCA HEADS NSW 2448												
93	Error	An internal error occurred while retrieving address.	11 RAYNER ST CASINO NSW 2470												
95	Error	An internal error occurred while retrieving address.	78 BENEREMBAH ST GRIFFITH NSW 2680												

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Re-Geocode Errors

To access records with **Errors** only, click on the error button and review error codes

18 Service Point Browser Geocoder

## 11.1. Site Missing

Image 18

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

Validating the CSV Data and Activity Register

File: Test1\_NSW\_SS\_Demo - Error.csv Total: 47 - #Valid: 31 #Duplicates: 21 #Warnings: 0 #Errors: 16  
 \* All Valid Duplicate Warning Error

row	status	message	site	date	activity	CustomerAddress
13	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	26/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	12 SILKS RD KURMOND NSW 2757
14	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	7/04/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	119 FITZROY ST DUBBO NSW 2830
15	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	28/04/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	78 WOMMAN BAY RD CHINDERAH NSW 2487
16	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	23/04/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	15 LAYDEN AV ENGADINE NSW 2233
17	Valid		c056559-3cc5-41db-932c-4e5425420093	10/04/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	148 PARRY ST NEWCASTLE WEST NSW 2302
18	Valid		c056559-3cc5-41db-932c-4e5425420093	16/04/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	34 DUNKIRK AV KINGSGROVE NSW 2208
19	Valid		c056559-3cc5-41db-932c-4e5425420093	10/04/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	6 NORFOLK AV BROKEN HILL NSW 2880
20	Valid		c056559-3cc5-41db-932c-4e5425420093	23/03/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	29 AKUNA ST KEIRAVILLE NSW 2500
21	Valid		c056559-3cc5-41db-932c-4e5425420093	20/02/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	15 JANICE PL NARRAWEE NSW 2099
22	Valid		c056559-3cc5-41db-932c-4e5425420093	24/03/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	10A LAKEVIEW AV MERIMBULA NSW 2548
23	Valid		c056559-3cc5-41db-932c-4e5425420093	6/02/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	30 WARATAH CR MACQUARIE FIELDS NSW 2564
24	Valid		c056559-3cc5-41db-932c-4e5425420093	8/02/2019	12466d81-7444-44f7-b0d7-1d519e1b11cd	27 GUINEA FLOWER CR WORRIECE NSW 2540

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**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

Validating the CSV Data and Activity Register

File: Test1\_NSW\_SS\_Demo - Error.csv Total: 47 - #Valid: 31 #Duplicates: 21 #Warnings: 0 #Errors: 16  
 \* All Valid Duplicate Warning Error

row	status	message	site	date	activity	CustomerAddress
2	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	15/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	32 ABERFORD ST COONAMBLE NSW 2829
3	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	16/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	22B HORWOOD PL PARRAMATTA NSW 2150
4	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	17/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	36 PERCY ST AUBURN NSW 2144
5	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	18/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	33 DANGAR RD SINGLETON NSW 2330
6	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	19/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	21 SHEPHERD ST MOLLYMOOK NSW 2539
7	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	20/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	6 SIMPSON CT MAYFIELD NSW 2304
8	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	21/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	16 NARI AV POINT CLARE NSW 2250
9	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	22/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	50 STANLEY ST BATHURST NSW 2795
10	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	23/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	8 ROSEBERRY AV ROSEBERRY NSW 2018
11	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	24/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	12 JANARI CL TOORMINA NSW 2452
12	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	25/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	190 LINDSAY ST HAMILTON NSW 2303
13	Error	"SITE_MISSING"	0070473-0071-40e8-b446-6c57c967057c	26/08/2019	036c0323-39d7-4d62-97d6-06a932e4b0c5	12 SILKS RD KURMOND NSW 2757

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**Cause:** Site field has been mapped and the system shows an error as 'SITE\_MISSING'

- SITE ID used in the CSV has been retired in the Activity Register.
- Mismatch in the SITE ID used in the CSV file when compared with the SITE ID recorded in the Activity Register
- A SITE ID used in CSV is not valid and current in the Site Table of Activity Register
- SITE ID is not a mandatory field but if it has been mapped then the system will ask for a valid SITE ID

**Solution:** Verify SITE ID in the Activity Register and copy the correct SITEID from the activity register

## 11.2. Activity Missing

Image 19 & 20

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

CSV File Selected Columns Mapped **Validating Data** Selecting Metadata Geocoding Addresses Submitting Transactions

Validating the CSV Data and Activity Register

File: Test1\_NSW\_SS\_Demo - Error.csv Total: 47 - #Valid: 22 #Duplicates: 15 #Warnings: 0 #Errors: 25  
All Valid Duplicate Warning Error

row	status	message	site	date	activity	CustomerAddress
21	Error	[ACTIVITY_MISSING]	4e5425428003	24/03/2019	1bbea5f1624	10 JENICE PL PARRAMATTA NSW 2032
22	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	24/03/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	10A LAKEVIEW AV MERIMBULA NSW 2548
23	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	6/02/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	30 WARATAH CR MACQUARIE FIELDS NSW 2564
24	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	8/02/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	27 GUINEA FLOWER CR WORRIGEE NSW 2540
25	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	5/03/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	269 WILLARONG RD CARINGBAH SOUTH NSW 2229
26	Valid		c86655f-3cc5-41db-932c-4e5425428003	7/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	2-26 RIDER BVD RHODES NSW 2138
27	Valid		c86655f-3cc5-41db-932c-4e5425428003	5/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	11-13 MCDONALD PL EVANS HEAD NSW 2473
28	Valid Duplicate		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	10/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	159-169 VICTORIA ST TAREE NSW 2430
29	Valid Duplicate		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	28/04/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	24-26 RAILWAY PDE WESTMEAD NSW 2145
30	Valid Duplicate		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	22/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	32-34 DICKSON AV ARTARMON NSW 2064
31	Valid Duplicate		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	28/04/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	1-3 SMAIL ST ULTIMO NSW 2007
32	Valid Duplicate		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	30/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	64-66 WELLINGTON ST RIVERSTONE NSW 2765
33	Valid		f85d8a15-0d00-4e4f-a93e-f33cc79bdc4	2/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	566-590 GARDENERS RD ALEXANDRIA NSW 2015

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**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

CSV File Selected Columns Mapped **Validating Data** Selecting Metadata Geocoding Addresses Submitting Transactions

Validating the CSV Data and Activity Register

File: Test1\_NSW\_SS\_Demo - Error.csv Total: 47 - #Valid: 22 #Duplicates: 15 #Warnings: 0 #Errors: 25  
All Valid Duplicate Warning Error

row	status	message	site	date	activity	CustomerAddress
3	Error	[ACTIVITY_MISSING]	4e5425428003	16/08/2019	1bbea5f1624	22B HORWOOD PL PARRAMATTA NSW 2150
4	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	17/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	36 PERCY ST AUBURN NSW 2144
5	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	18/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	33 DANGAR RD SINGLETON NSW 2330
6	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	19/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	21 SHEPHERD ST MOLLYMOOK NSW 2539
7	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	20/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	6 SIMPSON CT MAYFIELD NSW 2304
8	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	21/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	16 NARI AV POINT CLARE NSW 2250
9	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	22/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	50 STANLEY ST BATHURST NSW 2795
10	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	23/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	8 ROSEBERY AV ROSEBERY NSW 2018
11	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	24/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	12 JANARI CL TOORMINA NSW 2452
12	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	25/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	190 LINDSAY ST HAMILTON NSW 2303
13	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	26/08/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	12 SILKS RD KURMOND NSW 2757
14	Error	[ACTIVITY_MISSING]	c86655f-3cc5-41db-932c-4e5425428003	7/04/2019	94eb6e88-2a86-42bd-a452-1bbea5f1624	119 FITZROY ST DUBBO NSW 2830

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**Cause:** ACTIVITY field has been mapped and the system shows an error as 'ACTIVITY\_MISSING'

- ACTIVITY ID used in the CSV has been retired in the Activity Register.
- Mismatch in the ACTIVITY ID used in the CSV file when compared with the ACTIVITY ID recorded in the Activity Register
- A ACTIVITY ID used in CSV must be valid and current in the Activity Table of Activity Register

**Solution:** Verify the ACTIVITY ID in the Activity Register and copy the correct associated ACTIVITYID from the register



## 11.3. Unmatched Organisation ID

Image 21

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

Validating the CSV Data and Activity Register

CSV Data contained Invalid Data

File: Test1\_NSW\_SS\_Demo.csv Total: 47 - #Valid: 0 #Duplicates: 0 #Warnings: 0 #Errors: 47

All Valid Duplicate Warning Error

row	status	message	site	date	activity	CustomerAddress	agreement
14	Error	Unmatched organisation id	4e54254280f3	7/04/2019	88e932e4b8c5	119 FITZROY ST DUBBO NSW 2830	
15	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	28/04/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	78 WOMMIN BAY RD CHINDERAH NSW 2487	
16	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	23/04/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	15 LAYDEN AV ENGADINE NSW 2233	
17	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	10/04/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	148 PARRY ST NEWCASTLE WEST NSW 2302	
18	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	16/04/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	34 DUNKIRK AV KINGSGROVE NSW 2208	
19	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	10/04/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	6 NORFOLK AV BROKEN HILL NSW 2880	
20	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	23/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	29 AKUNA ST KEIRAVILLE NSW 2500	
21	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	20/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	15 JANICE PL NARRAWEENA NSW 2099	
22	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	24/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	10A LAKEVIEW AV MERIMBULA NSW 2548	087e1dbb-86aa-43de-bc06-b6612a4cb971
23	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	6/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	30 WARATAH CR MACQUARIE FIELDS NSW 2564	087e1dbb-86aa-43de-bc06-b6612a4cb972
24	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	8/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	27 GUINEA FLOWER CR WARRIGEE NSW 2540	087e1dbb-86aa-43de-bc06-b6612a4cb973
25	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	5/03/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	269 WILLARONG RD CARINGBAH SOUTH NSW 2229	087e1dbb-86aa-43de-bc06-b6612a4cb974
26	Error	Unmatched organisation id	cf85655f-3cc5-41db-932c-4e54254280f3	7/02/2019	12466d81-744d-44f7-8bf7-1d619e1b11cd	2-26 RIDER BVD RHODES NSW 2138	087e1dbb-86aa-43de-bc06-b6612a4cb975

**Cause:** ORGANISATION field has been mapped and the system shows an error as 'ORGANISATION\_MISSING'

- ORGANISATION ID used in the CSV which has been retired in the Activity Register.
- Mismatch in the ORGANISATION ID used in the CSV file when compared with the ORGANISATION ID recorded in the Activity Register
- A ORGANISATION ID used in CSV is not valid and current in the Organisation Table of Activity Register

**Solution:** Verify the ORGANISATION ID in the Activity Register and copy the correct associated ORGANISATIONID from the register

## 11.4. CSV data contained Invalid Data

Image 22

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

Validating the CSV Data and Activity Register

CSV Data contained Invalid Data

File: Test1\_NSW\_SS\_Demo - Error.csv Total: 47 - #Valid: 0 #Duplicates: 0 #Warnings: 0 #Errors: 47

☒ All 
 ☐ Valid 
 ☐ Duplicate 
 ☐ Warning 
 ☐ Error

row status	Validation message	site	date	activity	CustomerAddress
1 Error	Invalid character used in Address '7 FRANCIS AV, EMU PLAINS NSW 2750'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	14/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	7 FRANCIS AV, EMU PLAINS NSW 2750
2 Error	Invalid character used in Address '32 ABERFORD ST, COONAMBLE NSW 2829'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	15/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	32 ABERFORD ST, COONAMBLE NSW 2829
3 Error	Invalid character used in Address '22B HORWOOD PL, PARRAMATTA NSW 2150'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	16/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	22B HORWOOD PL, PARRAMATTA NSW 2150
4 Error	Invalid character used in Address '36 PERCY ST, AUBURN NSW 2144'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	17/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	36 PERCY ST, AUBURN NSW 2144
5 Error	Invalid character used in Address '33 DANGAR RD, SINGLETON NSW 2330'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	18/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	33 DANGAR RD, SINGLETON NSW 2330
6 Error	Invalid character used in Address '21 SHEPHERD ST, MOLLYMOOK NSW 2539'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	19/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	21 SHEPHERD ST, MOLLYMOOK NSW 2539
7 Error	Invalid character used in Address '6 SIMPSON CT, MAYFIELD NSW 2304'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	20/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	6 SIMPSON CT, MAYFIELD NSW 2304
8 Error	Invalid character used in Address '16 NARI AV, POINT CLARE NSW 2250'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	21/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	16 NARI AV, POINT CLARE NSW 2250
9 Error	Invalid character used in Address '50 STANLEY ST, BATHURST NSW 2795'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	22/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	50 STANLEY ST, BATHURST NSW 2795
10 Error	Invalid character used in Address '8 ROSEBURY AV, ROSEBURY NSW 2018'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	23/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	8 ROSEBURY AV, ROSEBURY NSW 2018
11 Error	Invalid character used in Address '12 JANARI CL, TOORMINA NSW 2452'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	24/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	12 JANARI CL, TOORMINA NSW 2452
12 Error	Invalid character used in Address '190 LINDSAY ST, HAMILTON NSW 2303'. Valid: a-zA-Z0-9-'\& /	f0070473-d07f-40e8-b446-6c67c967057c	25/08/2019	838c0323-39d7-4d62-97dd-88e932e4b8c5	190 LINDSAY ST, HAMILTON NSW 2303

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**Cause:** One or more of the fields contain invalid characters. The system will show an error as 'Invalid character used in Address'

**Solution:** The valid characters permitted in the CSV

- a-zA-Z0-9-'\& /
- using , (comma) in any of the field would require the data in the respective field to be included in “ “ (double inverted quotes)

## 11.5. Internal Error Occurred while retrieving Address

Image 23

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

✓

CSV File Selected

✓

Columns Mapped

✓

Data Validated

✓

Metadata Selected

✓

Geocoding Addresses

✓

Submitting Transactions

Addresses partially Geocoded

Processing Time: 00:07:26

File: Test1\_NSW\_Health\_services\_1000 - Copy.csv Total: 999 - #Valid: 946 #Warnings: 10 #Errors: 43

☐ All ☐ Valid ☐ Warning ☒ Error ☐ Transactions

row	status	message	formattedAddressString	x	y	asgsMain_2016_mblid	asgsMain_2016_sa1ld	asgsMain_2016_sa2ld	asgsMain_2016_sa3ld	asgsMain_2016_sa4ld	asgsMain_2021
89	Error	internal error occurred while retrieving address.	28 KINSDALE CL KILLARNEY HEIGHTS NSW 2087								
91	Error	An internal error occurred while retrieving address.	6 WHAITES ST NAMBURRA HEADS NSW 2448								
93	Error	An internal error occurred while retrieving address.	11 RAYNER ST CASINO NSW 2470								
95	Error	An internal error occurred while retrieving address.	78 BENEREMBAH ST GRIFFITH NSW 2680								

[Back](#) [Re-Geocode Errors](#)

**Cause:** When processing CSV with large number of records some of the records may have returned a no response due to a server error and a message 'Internal error occurred while retrieving address'

**Solution**

- To view records with errors click on the Error radio button just above the table view
- The records which have errors in them can be run through geocoding process again by clicking on the Re-Geocode Errors.
- You may need to Re-Geocode Errors more than once if there are server issues
- In case the Issues persist and are not resolving then logout of the system and try again after some time.

## 11.6. Number of Records exceed 1000

Image 23

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

CSV File Selected   Columns Mapped   Validating Data   Selecting Metadata   Geocoding Addresses   Submitting Transactions

Validating the CSV Data and Activity Register

Number of Records exceed 1000.

File: Test1\_NSW\_Health\_services\_1000 - Copy.csv Total: 1004 - #Valid: 0 #Duplicates: 0 #Warnings: 0 #Errors: 0

☒ All ☐ Valid ☐ Duplicate ☐ Warning ☐ Error

row	status	message	formattedAddressString	ActivityID	OrganisationID	SiteID	Date
993			245 FOREST WAY NIANGALA NSW 2354	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
994			13 INGLEBURN GARDENS DR BARDIA NSW 2565	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
995			1649 WILLI WILLI RD TEMAGOG NSW 2440	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
996			3A SKAIN PL HORNINGSEA PARK NSW 2171	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
997			291 SUMMERLAND WAY KYOGLE NSW 2474	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
998			42 CUMMINGS CR CUMBALUM NSW 2478	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
999			6 VALENCIA ST GOROKAN NSW 2263	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
1000			25 NORTH PDE MOUNT DRUITT NSW 2770	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
1001			1094 WELBONDONGA RD GARAH NSW 2405	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
1002			21 WALMSLEY ST MILLFIELD NSW 2325	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
1003			29 GREY ST CARLTON NSW 2218	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019
1004			3 PRINCES PROM SEAFORTH NSW 2092	c404c1de-9119-4451-8a2e-90a81bd53311	a160be7d-d007-438e-b70f-73961f221c6a	c031a229-348e-42d9-ac87-0de4ebbb5843	5/08/2019

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**Cause:** If the CSV contains more than 1000 records then system will not proceed with validation and display an error message as Number of Records exceed 1000

**Solution:** If your CSV contains more than 1000 records then split the CSV into multiple CSV's containing less than 1000 records each.

11.7. Geocoder Server encountered error

Image 24

Browser Geocoder

Enabling bulk submission of transactions into the Service Point Register

✓

CSV File Selected

✓

Columns Mapped

✓

Data Validated

✓

Metadata Selected

✓

Geocoding Addresses

✓

Submitting Transactions

Addresses partially Geocoded

GeocodeServer encountered Error: Null returned

Processing Time: 00:01:57

File: NSW\_LotAddress.csv Total: 1000 - #Valid: 18 #Warnings: 0 #Errors: 722

AllValidWarningErrorTransactions

row	status	message	site	date	activity	formattedAddressString	asgsMain_2016_mblid	asgsMain_2016_sa1ld	asgsMain_2016_sa2ld	asgsMain_2016_sa3ld
54			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	4bb2ccd8b468	LOT 1 41 MOLONGLO ST BUNGENDORE NSW 2621				
55			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	4bb2ccd8b468	LOT 2 177-179 SHARP ST COOMA NSW 2630				
56			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	4bb2ccd8b468	LOT 99 10 CECIL ST PADDINGTON NSW 2021				
57			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	4bb2ccd8b468	LOT 700 3 MITCHELL DR EAST MAITLAND NSW 2323				
58			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	4bb2ccd8b468	LOT 5 123 SHARP ST COOMA NSW 2630				
59			R5d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	4bb2ccd8b468	LOT 7 28 HIGH ST GRETA NSW 2334				

Back

**Cause:** The Geocoding service provided by PSMA is currently unavailable as a result the system will display a message as ‘Geocoder Server encountered error’

**Solution:** Logout of the system and try logging back in and retrying the geocoding service again in 15 minutes. If the problem persists, contact [Service Delivery Team](#) at Spatial Services, Bathurst.

## 11.8. Service Point Transaction Validation Error

Image 25

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

Progress bar showing steps: CSV File Selected, Columns Mapped, Data Validated, Metadata Selected, **Geocoding Addresses** (active), Submitting Transactions.

Addresses partially Geocoded

GeocodeServer encountered Error: Null returned

Processing Time: 00:01:57

File: NSW\_LotAddress.csv Total: 1000 - #Valid: 18 #Warnings: 0 #Errors: 722

Legend: All Valid Warning Error Transactions

row	status	message	site	date	activity	formattedAddressString	asgsMain_2016_mblid	asgsMain_2016_sa1ld	asgsMain_2016_sa2ld	asgsMain_2016_sa3ld
54			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 1 41 MOLONGLO ST BUNGENDORE NSW 2621				
55			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 2 177-179 SHARP ST COOMA NSW 2630				
56			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 99 10 CECIL ST PADDINGTON NSW 2021				
57			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 700 3 MITCHELL DR EAST MAITLAND NSW 2323				
58			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	3/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 5 123 SHARP ST COOMA NSW 2630				
59			R85d8a15-0d00-4e4f-a93e-f33fcc79bdc4	2/02/2019	310c89cf-717b-45f1-ae87-4bb2ccd8b468	LOT 7 28 HIGH ST GRETA NSW 2334				

Back

**Cause:** The Validation service provided by Service Point activity register is currently unavailable as a result the system will display a message as ‘Service Point Transaction Validation Error’

A user login session is valid for only an hour, when the user login times out the user will receive the ‘Service Point Transaction Validation Error: The incoming token has expired Please logout and login again’

**Solution:** Logout of the system and try logging back in and retrying the validation service again in 15 minutes. If the problem persists, contact [Service Delivery Team](#) at Spatial Services, Bathurst.

## 11.9. Service Point Transaction Submit Error

**Cause:** The record submission process into the Service Point register is currently unavailable as a result the system will display a message as ‘Service Point Transaction Submit Error’. This error indicates that records have not been submitted into the register and you will need to repeat the submission process.

**Solution:** Logout of the system and try logging back in and retrying the validation and record submission service again in 15 minutes. If the problem persists, contact [Service Delivery Team](#) at Spatial Services, Bathurst.

## 12. Warnings

Warnings associated with a record are presented to you as a means of verifying instances where there is information missing from the CSV input data. A user can choose to submit records with warnings associated with them into the service point register. However, this will affect the qualitative intelligence available from the analytics tools as the data will be missing some of the key information.

Records with a warning can be accessed by clicking on the Warning radio button over the table view. A summary of records with warnings is also provided to the user for a quick and easy review of the data going into the Service Point Register

### 12.1. Response does not contain data. Only Notes

**Cause:** The system is unable to geocode the provided address and as a result the geocoding service will provide a null output along with an Error 'Response does not contain data. Only Notes'. Types of address which will cause this error

- partial address
- invalid address
- incomplete address

**Solution:** Submission of partial or Incomplete or invalid address can be reviewed and resolved. To resolve this warning verify and complete address. If you do not have the complete address for the record, the system still permits you to submit a transaction without the associated geographic intelligence.

Image 26

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

✓

CSV File Selected

✓

Columns Mapped

✓

Data Validated

✓

Metadata Selected

✓

Geocoding Addresses

✓

Submitting Transactions

► For privacy reasons, only data in the Transactions are submitted to the Service Point.

Geocoding Completed

Geocoder Time Taken: 00:00:17

File: Test1\_NSW\_Heath\_services.csv Total: 47 - #Valid: 0 #Warnings: 47 #Errors: 0

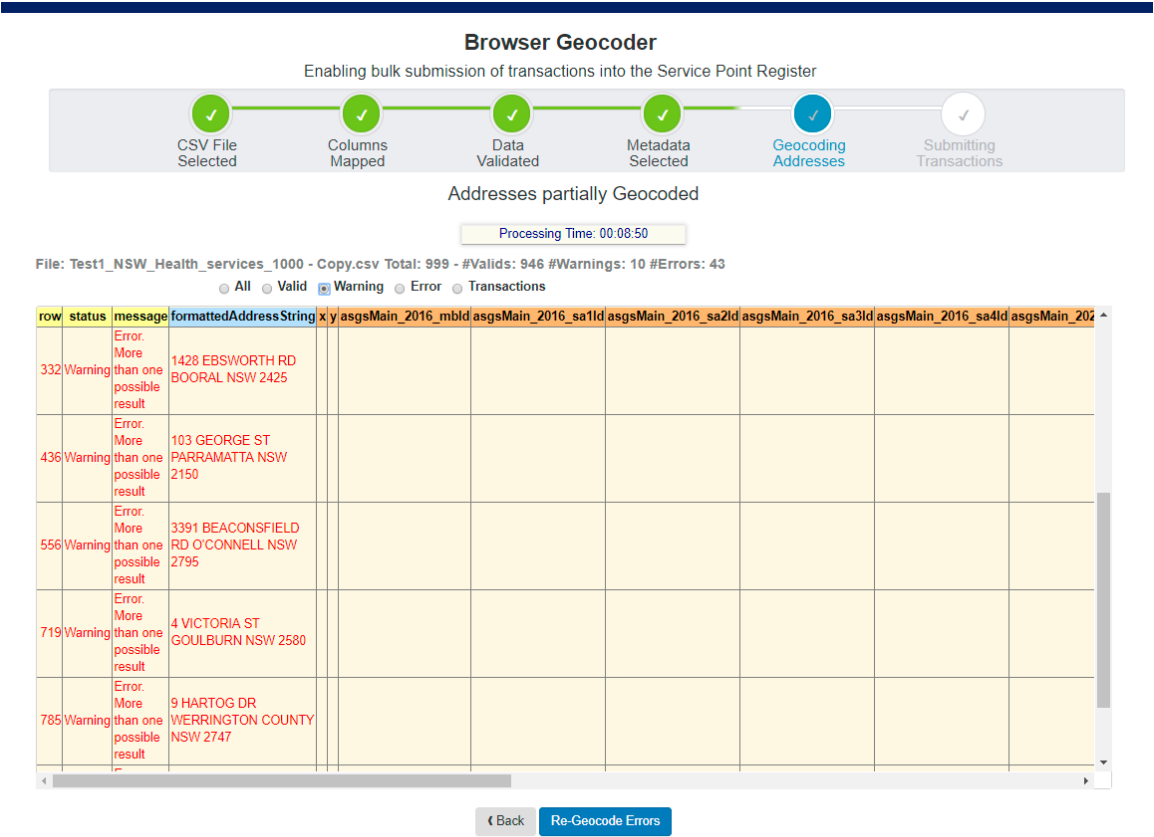
☐ All ☐ Valid ☒ Warning ☐ Error ☐ Transactions

row	status	message	site	date	activity	CustomerAddress	xy	asgsMain_2016_mblid	asgsMain_2016_sa1ld	asgsMain_2016_sa2ld	asgsMain_2016_sa3ld
6	Warning	Error. Response does not contain data, only Notes	c031a229-348e-42d9-ac87-0de4ebbb5843	15/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	CLUNIES ROSS ST ACTON ACT 2601					
7	Warning	Error. Response does not contain data, only Notes	c031a229-348e-42d9-ac87-0de4ebbb5843	21/03/2019	c404c1de-9119-4451-8a2e-90a81bd53311	ST KILDA RD MELBOURNE VIC 3004					
8	Warning	Error. Response does not contain data, only Notes	c031a229-348e-42d9-ac87-0de4ebbb5843	14/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	HUGH KING DR MILDURA VIC 3500					
9	Warning	Error. Response does not contain data, only Notes	c031a229-348e-42d9-ac87-0de4ebbb5843	15/02/2019	c404c1de-9119-4451-8a2e-90a81bd53311	CASTLEMAINE VIC 3450					
10	Warning	Error. Response does not contain data, only Notes	c031a229-348e-42d9-ac87-0de4ebbb5843	12/04/2019	c404c1de-9119-4451-8a2e-90a81bd53311	MOUNT GRAVATT					

[◀ Back](#) [Submit Transactions ▶](#)

12.2. Warning. More than one possible result

Image 27



**Cause:** The system is unable to geocode the provided address due to more than one address available in the database. Error ‘More than one possible result’

- Partial address
- Duplicate address

**Solution:** Addresses with duplicates in the database cannot be geocoded by the service as a result the record can be submitted without



## 12.3. Missing Address

Image 28

**Browser Geocoder**  
Enabling bulk submission of transactions into the Service Point Register

CSV File Selected   Columns Mapped   Validating Data   Selecting Metadata   Geocoding Addresses   Submitting Transactions

**Validating the CSV Data and Activity Register**

File: Test1\_NSW\_Health\_services\_1000.csv Total: 96 - #Valid: 91 #Duplicates: 0 #Warnings: 5 #Errors: 0

☒ All   ☐ Valid   ☐ Duplicate   ☐ Warning   ☐ Error

row	status	message	formattedAddressString	ActivityID	SiteID	Date
10	Valid		10 FLEET ST NEW LAMBTON NSW 2305	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	25/01/2016
11	Valid		178 PARRAMATTA RD STANMORE NSW 2048	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	26/01/2016
12	Valid		2378 MITCHELL HWY VITTORIA NSW 2799	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	27/01/2016
13	Valid		4 HURFORD PL FORBES NSW 2871	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	28/01/2016
14	Warning	Missing address		c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	29/01/2016
15	Warning	Missing address		c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	1/02/2016
16	Warning	Missing address		c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	2/02/2016
17	Warning	Missing address		c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	3/02/2016
18	Warning	Missing address		c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	4/02/2016
19	Valid		292 BALSTON ST LAVINGTON NSW 2641	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	5/02/2016
20	Valid		3 KENNETH RD MANLY VALE NSW 2093	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	8/02/2016
21	Valid		29 ANZAC ST GREENACRE NSW 2190	c404c1de-9119-4451-8a2e-90a81bd53311	c031a229-348e-42d9-ac87-0de4ebbb5843	16/02/2016

**Cause:** Some of the records in the CSV have transaction Address missing.

**Solution:** Records which are missing address details should be completed to avoid receiving this warning message. In case the transaction address is not available a user can still submit records into the Service Point Register.

## Contact and support services

Service Delivery

Spatial Services

Department of Customer Service

346 Panorama Avenue

Bathurst NSW 2795

**Telephone: (02) 6332 8287**

**Email: [ss-nswpoint@customerservice.nsw.gov.au](mailto:ss-nswpoint@customerservice.nsw.gov.au)**