



# PowerUPs

# Enrollment Delivery

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# Agenda

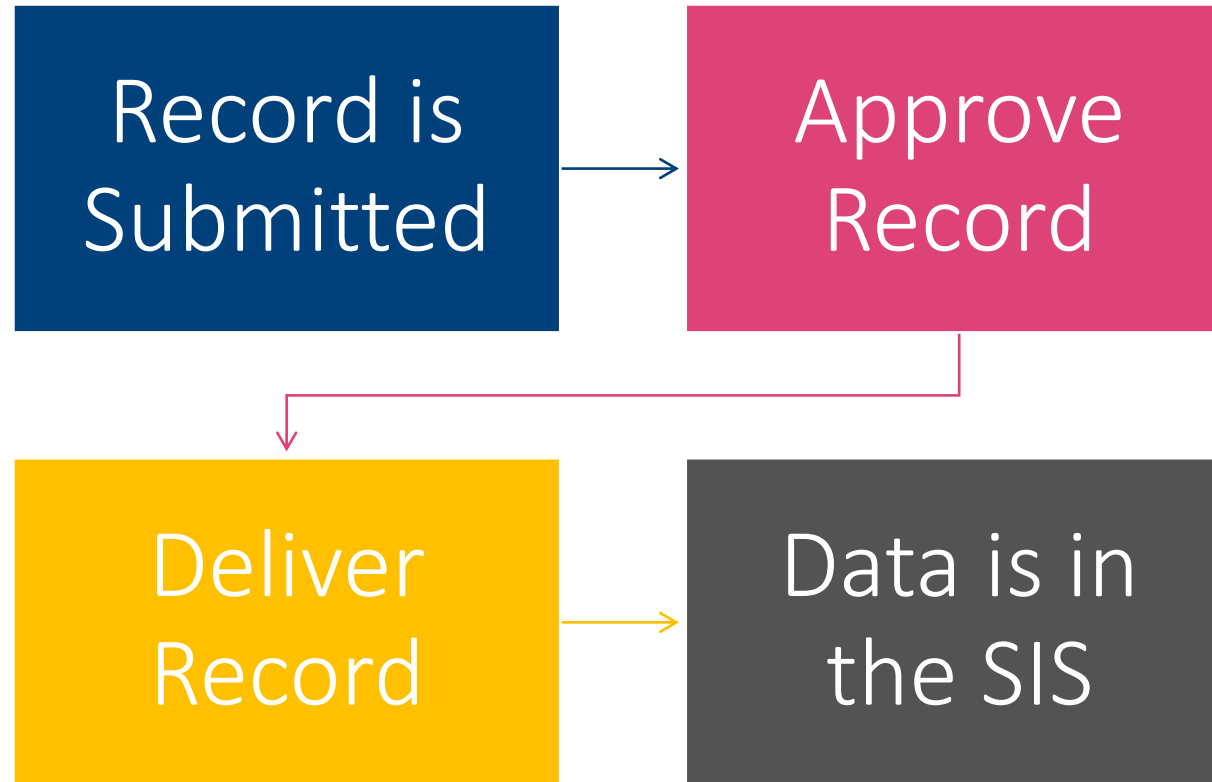
1	Pending Delivery View
2	Delivering a Record
3	Testing Delivery
4	Troubleshooting
5	PS SIS Tips and Tricks
6	Resources
7	Q&A
8	Upcoming Events & Webinars



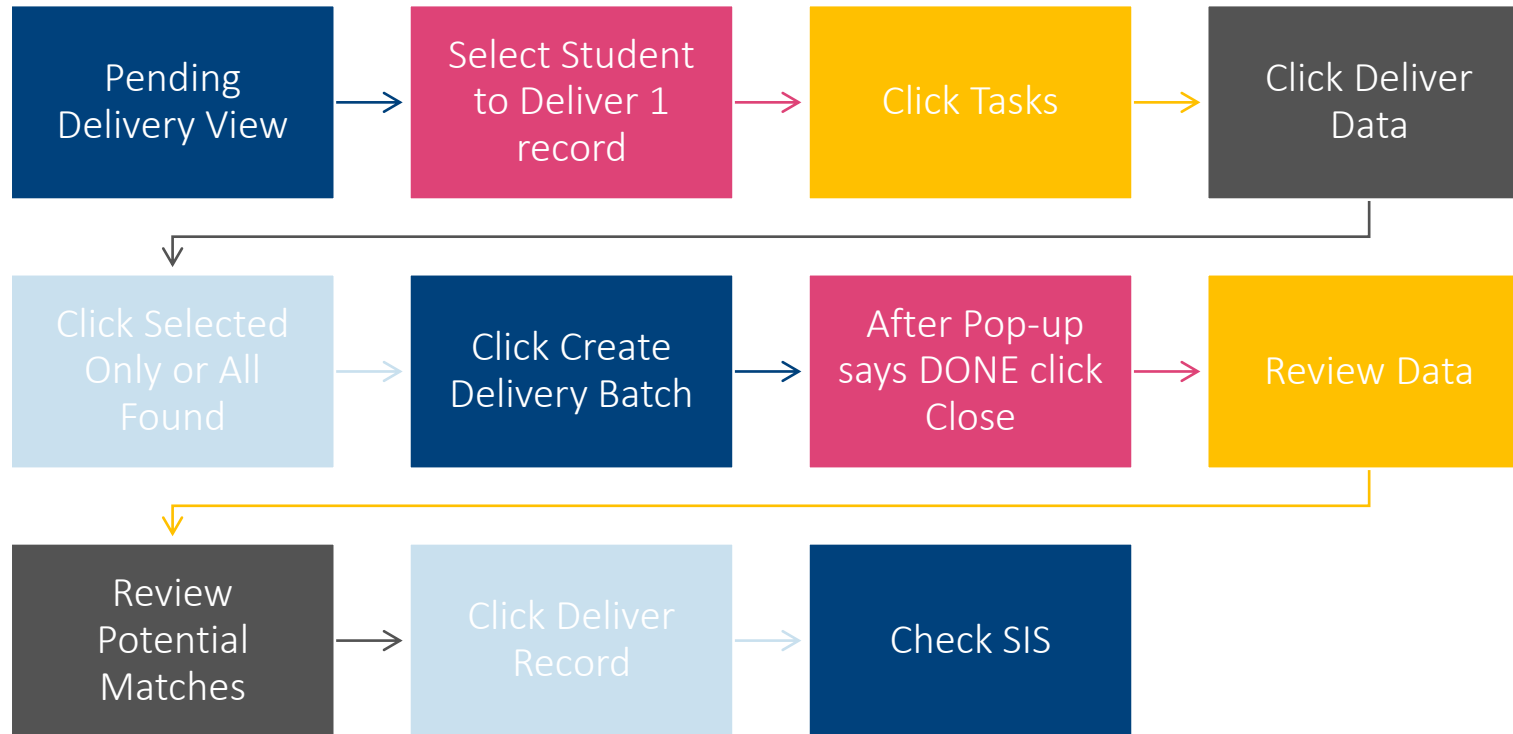
# Delivering a Record

Record Workflow, How to deliver a record, Re-delivering a record

# Record Workflow



# Steps to Deliver a Student



Help Guide: <https://docs.powerschool.com/PSEHA/student-data/submission-workspace/submission-workspace-tasks>

# Steps to Deliver a Student

Click Create Delivery Batch

**Enrollment**

**Deliver Data**

[Student Data](#)

[Appointments](#)

[Users](#)

[Configuration](#)

[Back to Delivery Basics \(2021-2021\)](#)

### Introduction

This wizard will guide you through the data delivery process. You may leave this process and return later and your changes will be saved.

You have selected 3 record(s) to deliver.

Click the **Create Delivery Batch** button to begin the data delivery process. You will be able to review and edit each record prior to delivery. Please be patient, as the initial set up for this process may take a few minutes.

**Create Delivery Batch**

#### Data Delivery Steps

Introduction

#### Cancel Data Delivery

You may cancel the data delivery process at any time. Changes you have made to the copy of data in the data delivery batch will be lost, but tag assignments and notes will be saved to the original records.

[Cancel](#)

# Steps to Deliver a Student

After Pop-up says DONE click Close

The screenshot shows the 'Enrollment' section of the PowerSchool interface, specifically the 'Deliver Data' page. The page has a dark blue header with the 'Enrollment' logo and a help icon. A left sidebar contains navigation options: 'Student Data', 'Appointments' (with a '28' badge), 'Users', and 'Configuration'. The main content area is titled 'Deliver Data' and includes a 'Back to Delivery Basics (2021-2021)' link. Below this is an 'Introduction' section with a yellow highlighted box containing the text: 'Click the Create Delivery Batch button to begin the data delivery process. You will be able to review and edit each record prior to delivery. Please be patient, as the initial set up for this process may take a few minutes.' A 'Create Delivery Batch' button is located within this box. To the right, there is a 'Data Delivery Steps' sidebar with sections for 'Introduction' and 'Cancel Data Delivery', which includes a 'Cancel' link. A modal dialog box titled 'Create Data Delivery Batch' is open in the center, showing the progress of creating the batch. The dialog contains a progress bar, the text 'Preparing records...', and a summary: 'Records to Process: 3', 'Records Processed: 0', and 'Records Skipped: 0'. A 'Cancel' button is at the bottom of the dialog. At the bottom of the page, there is a small copyright notice: '© 2008-2021 PowerSchool Group, LLC and/or its affiliates. All rights reserved. All trademarks are either owned or licensed by PowerSchool Group, LLC and/or its affiliates. Legal Version: 20.11.1.1'.



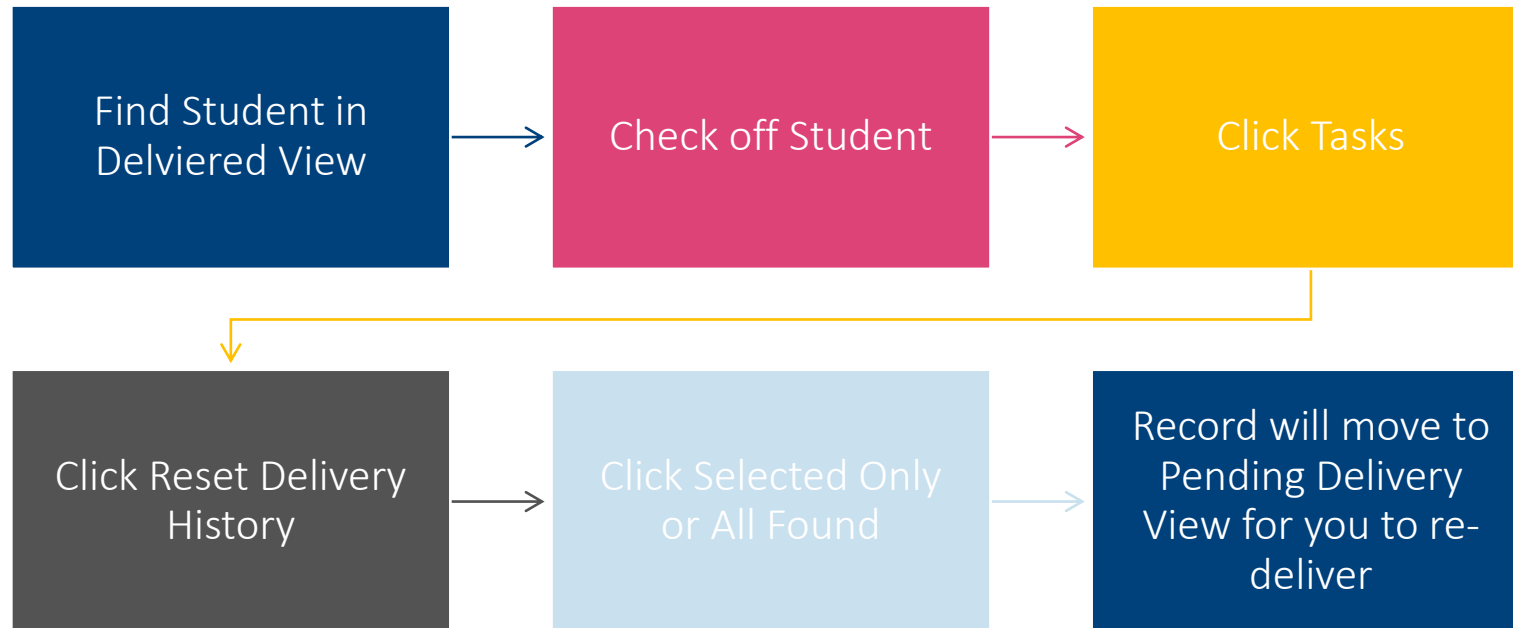
# Re-Delivering Records



# Why Re-Deliver?

- When delivery changes may have been made, to ensure delivery is working the way you expect it to.

# Steps to Re-Deliver





# Testing Delivery

# Testing Delivery Tips



DELIVERING MULTIPLE TEST  
RECORDS



REVIEW DATA IN DELIVERY  
REVIEW SCREEN



REVIEW DATA IN THE SIS



DELIVER SINGLE RECORDS  
UNTIL DELIVERY IS SET UP  
THE WAY YOU WOULD LIKE



# Troubleshooting Questions

# Troubleshooting Questions

## Why is this error happening?

- Is it only on 1 record or all

## Why has my delivery suddenly stopped working?

- Where any changes made to the delivery since the last successful delivery?
- Is it only on 1 record or all?

## Why is my data not delivering?

- Is it all data?
- Is it only certain schemas?
- Is it only certain fields?
- Is it only on 1 record or all?

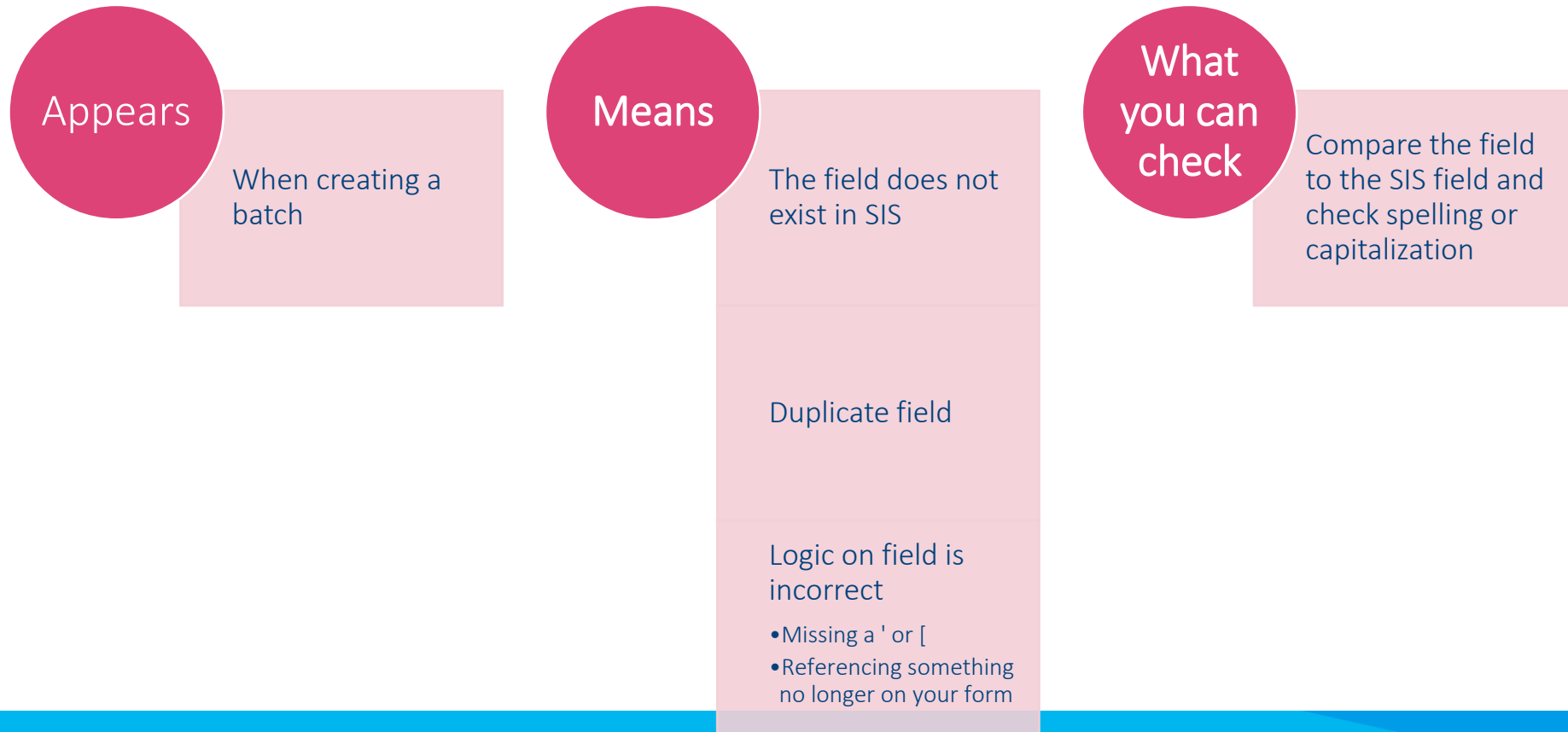




# Common Delivery Errors

# Delivery Error 4

***There was a problem processing the schema item: XYZ***





# Delivery Error 4: Next Steps

***There was a problem processing the schema item: XYZ***

Field is wrong

Provide Support  
the current SIS  
field and then  
what it should be

Do not see  
anything  
wrong with  
the field  
naming

Provide Support  
the error and  
record name

# Delivery Error 5

## *No data submitted for required element*

### Appears

Delivery review screen when you click deliver

### Means

You are missing a field that is required for delivery to the SIS. Example Last\_Name, Grade\_Level or SchoolID

### What you can check

In SIS see which fields are set up to be required

# Delivery Error 5: Next Steps

***No data submitted for required element***

Identify  
Missing  
Required  
Field

Provide support the  
SIS field name and  
extension and which  
form field should be  
delivered to it

# Delivery Error 9

## *Extension Field is invalid*

### Appears

Delivery review screen when you click deliver

### Means

Attempting to deliver a field to an extension where it doesn't exist

### What you can check

Check the SIS field names to the ones in the delivery review screen

# Delivery Error 9: Next Steps

## *Extension Field is invalid*

Identify  
wrong fields  
within  
extension

Provide support with  
either the right field  
name or the right  
schema that field  
should be under

# Delivery Error 11

## *Invalid Date Format*

### Appears

Delivery review screen when you click deliver

### Means

The date format delivering is not in the right format that the SIS field accepts

### What you can check

In the SIS check which format the field requires.

# Delivery Error 11: Next Steps

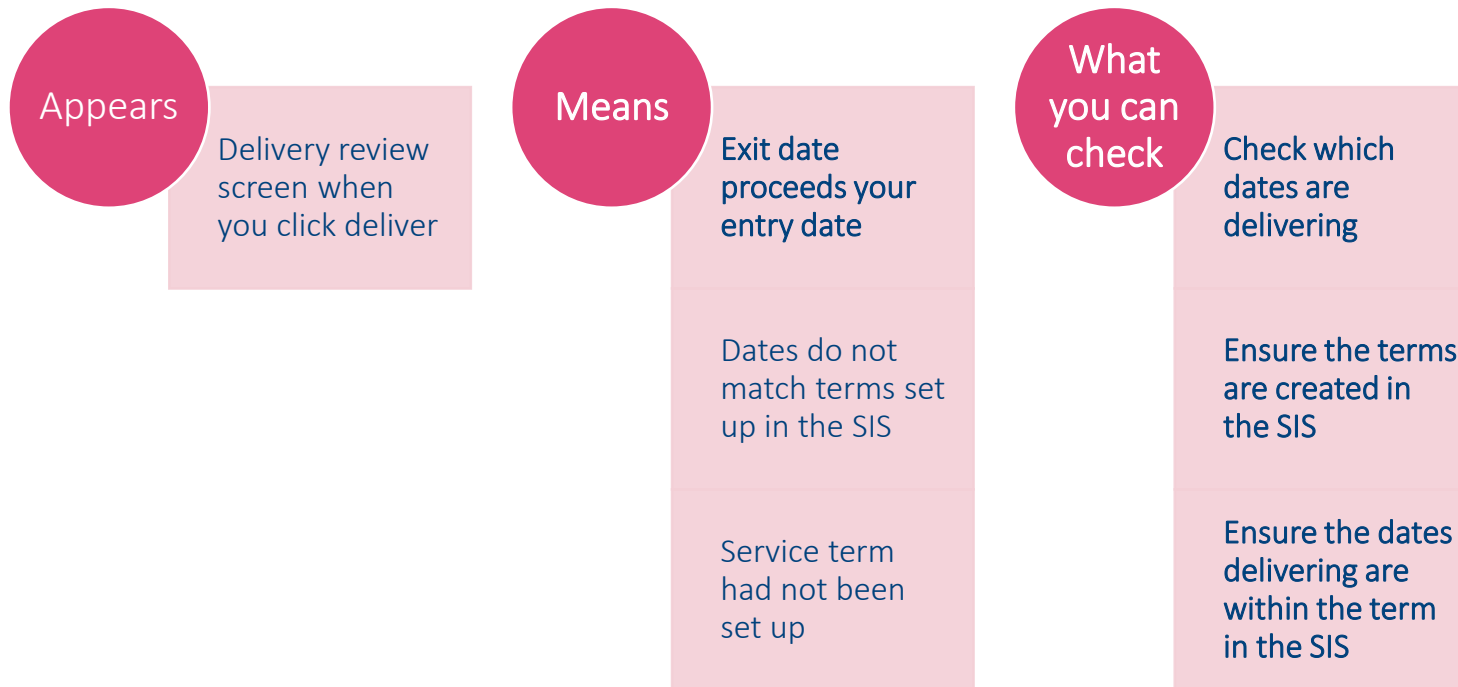
## *Invalid Date Format*

Identify  
the correct  
date  
format

Provide support with  
the field that needs to  
be adjusted and the  
correct date format the  
dates need to be in

# Delivery Error 20

***Found invalid number of terms for the given entry and exit dates***





# Delivery Error 20: Next Steps

***Found invalid number of terms for the given entry and exit dates***

## Next Steps

If you find the incorrect dates are being delivered, provide Support which entry and exit dates should be delivered.

# Delivery Error 22

***Value may not contain more than # character(s)***

Appears

Delivery review screen when you click deliver

Means

Delivering more characters than what the SIS field allows

What you can check

Check the max characters for the SIS field

# Delivery Error 22: Next Steps

***Value may not contain more than # character(s)***

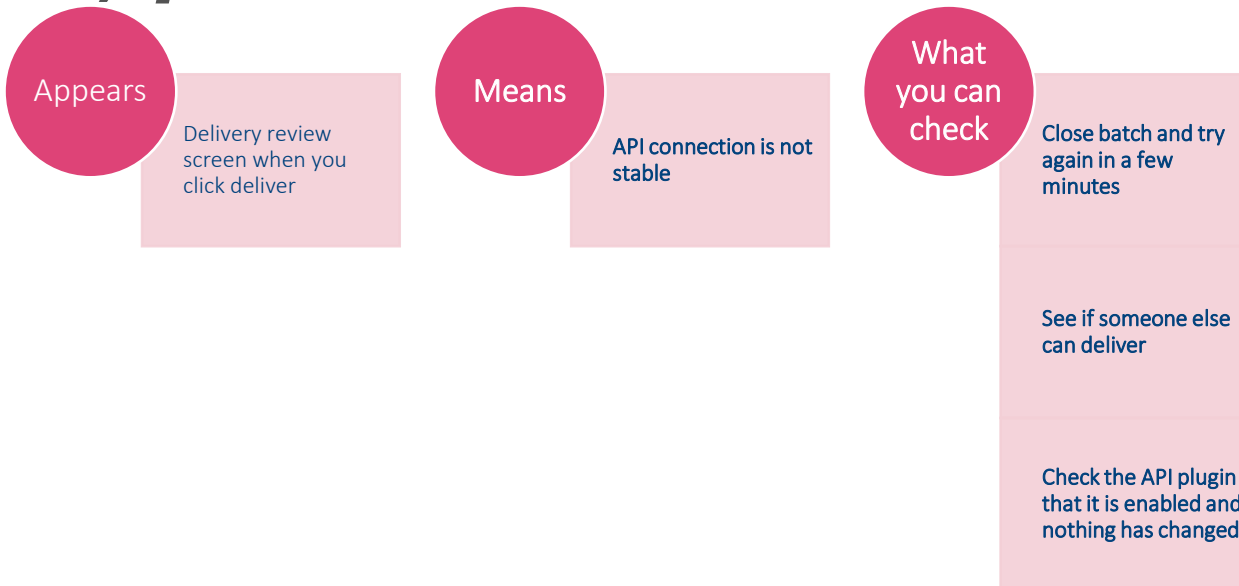
## Next Steps

Manually edit the answer delivering to the SIS

Best Practice ask Support to edit the field to restrict the number of characters

# Delivery Error 24

***Unexpected character encountered while parsing value: <. Path , line 0, position 0.***



# Delivery Error 24: Next Steps

***Unexpected character encountered while parsing value: <. Path , line 0, position 0.***

**Next Steps**

- Provide Support with the API plugin Secret and ID
- The student it is happening on
- What you have tried already
- Permission to deliver the student

# Delivery Error 27

***First Name: XYZ does not match First Name for ID:###  
in PowerSchool (Can also be Last Name or DOB)***

Appears

Delivery review  
screen when you  
click deliver

Means

Field used for  
match criteria is  
not matching  
what is in the SIS

What  
you can  
check

Check field in  
error for obvious  
differences  
between the 2

Check for spaces  
after the text in  
field

# Delivery Error 27: Next Steps

***First Name: XYZ does not match First Name for ID:### in PowerSchool (Can also be Last Name or DOB)***

Obvious  
Differences

Best Practice  
update the  
record in the  
workspace

Spaces

Best Practice  
update the  
record in the  
workspace



# Reporting Delivery Errors





As much information as possible

# What should you include?

Screenshot of Error

Example student it is happening on

One student, multiple or all?

What were you doing when you received the error?

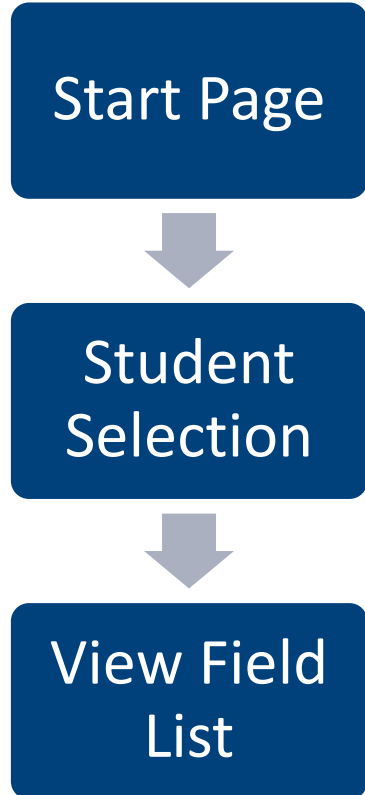
What have you done to try and correct the error?

Have you made any changes recently?



# PS SIS Tips and Tricks

# PS SIS: Pulling Field List



Last\_Name  
First\_Name  
Middle\_Name  
Suffix\_Name  
DOB  
Gender  
Student\_Number  
SSN  
Home\_Phone  
FTEID  
Grade\_Level  
EntryCode  
Track  
DistrictOfResidence  
Fee\_Exemption\_Status  
SchoolID

Mother (L, F I)  
Father (L, F I)  
Guardian (L, F I)  
Street  
City  
State  
Zip

# PS SIS

- [Back to School Checklist](#)
- [Remove Students Current School Enrollment Record](#)
- [PS SIS Student Contacts Extensions](#)
- [PS Student Health Integration](#)
- [Parent SSO Implementation](#)
- [Include Inactive Students](#)
- [Migrating Custom Fields to Database Extension](#)
- [PS SIS Hot Topics March](#)
- [Student Contacts User Guide](#)





# Resources

Help Guide & Community

# Resources

Help Guide	Community
<a href="#">Deliver Data</a>	<a href="#">Delivery Troubleshooting</a>
<a href="#">Student Matching</a>	<a href="#">API Delivery Video</a>
<a href="#">Contact Matching</a>	<a href="#">File Based Delivery</a>
<a href="#">Document Matching</a>	<a href="#">Delivery Testing</a>

# Questions

# Upcoming Events & Webinars



# Upcoming Events

Enrollment Office Hours

Wednesdays @ 11am ET / 8am PT

<https://help.powerschool.com/t5/Enrollment-Office-Hours-and/Register-Now-for-PowerSchool-Enrollment-Ask-the-Experts-2023/ta-p/453326>

\*Recordings found here

# Upcoming Webinars

<https://help.powerschool.com/t5/Enrollment-Office-Hours-and/Register-Now-for-Enrollment-PowerUps-2023/ta-p/453567>

**Record Management** -- Learn about the different tools you can use to help you and your administrators manage records and assist families in submitting materials.

Apr 18th

**Communication Templates** -- During this session, we will cover where to find your communication templates, how to edit them as well to create new ones.

May 16th

**Print Templates** – Come join me in creating the 3 different types of print templates. I will walk you through creating your own as well as adjusting your current ones.

June 6th

