



PowerUPs

Enrollment: Delivery

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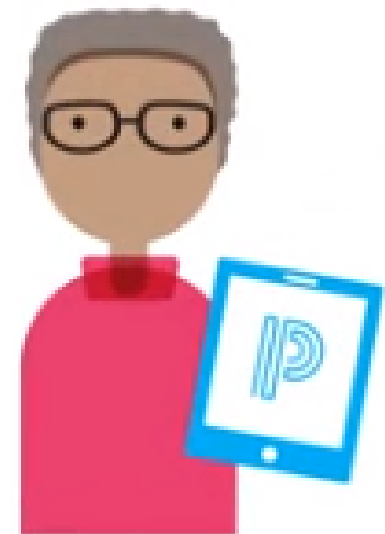
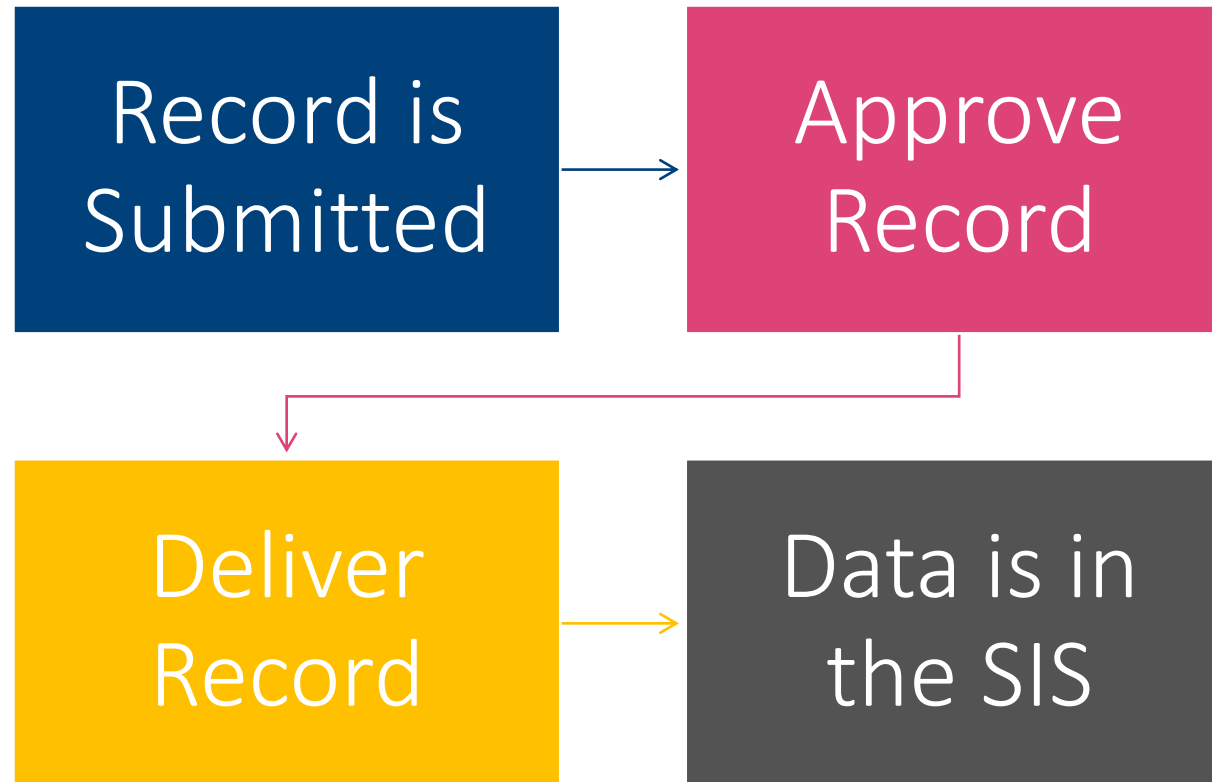
Agenda

1	Delivering a Record
2	Testing Delivery
3	Re-Delivering a Record
4	Troubleshooting
5	Q&A
6	Upcoming Events & Webinars

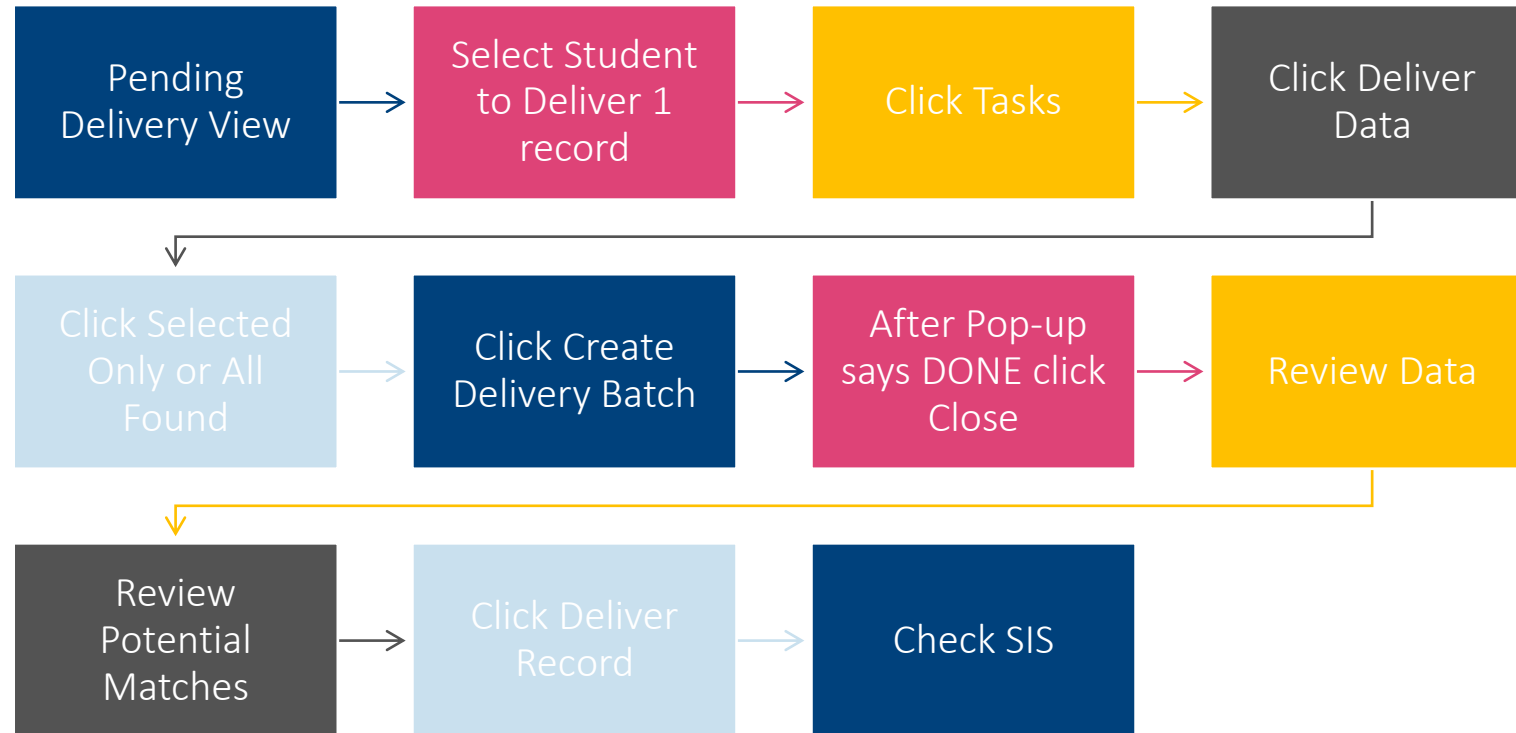


Delivering a Record

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 title is 'Deliver Data' and it includes a 'Back to Delivery Basics (2021-2021)' link. The main content area is titled 'Introduction' and contains the following text: '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.' Below this text is a yellow highlighted box with the instruction: '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. On the right side of the page, there is a 'Data Delivery Steps' section with an 'Introduction' sub-section and a 'Cancel Data Delivery' section. The 'Cancel Data Delivery' section contains the text: '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.' A 'Cancel' link is provided below this text. A pop-up dialog box titled 'Create Data Delivery Batch' is open in the center of the screen. The dialog box contains the text: 'Creating data delivery batch.' followed by an empty input field. Below the input field, it says 'Preparing records...' and displays the following statistics: 'Records to Process: 3', 'Records Processed: 0', and 'Records Skipped: 0'. A 'Cancel' button is located at the bottom of the dialog box. The footer of the page contains the copyright information: '© 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'



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

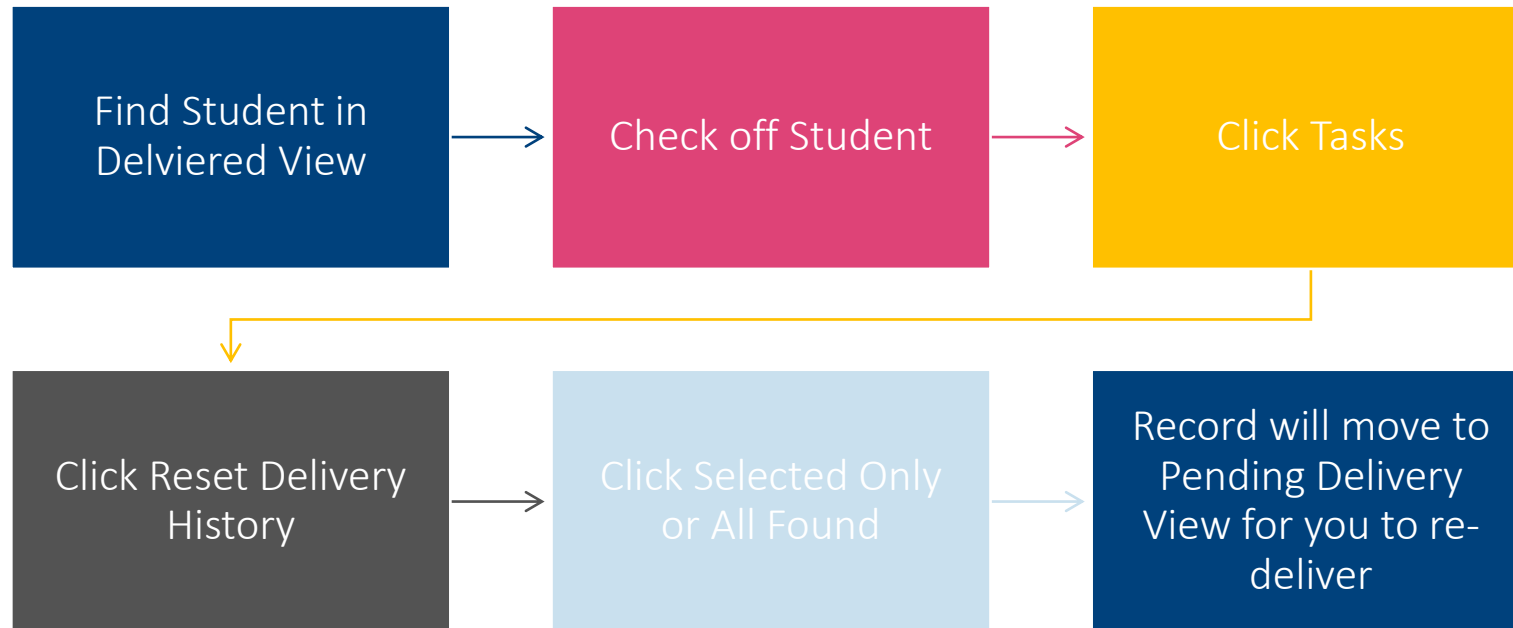


Re-Delivering Records

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





Troubleshooting



Pending Delivery View

Missing View

- Must be enabled by Support
- Typically, will be enabled during the delivery phase of the project



Basic 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 1

Newtonsoft.Json.JsonReaderException: error reading JObject from JsonReader. Path , line 0, position 0. ...

Appears

When creating a delivery batch

Means

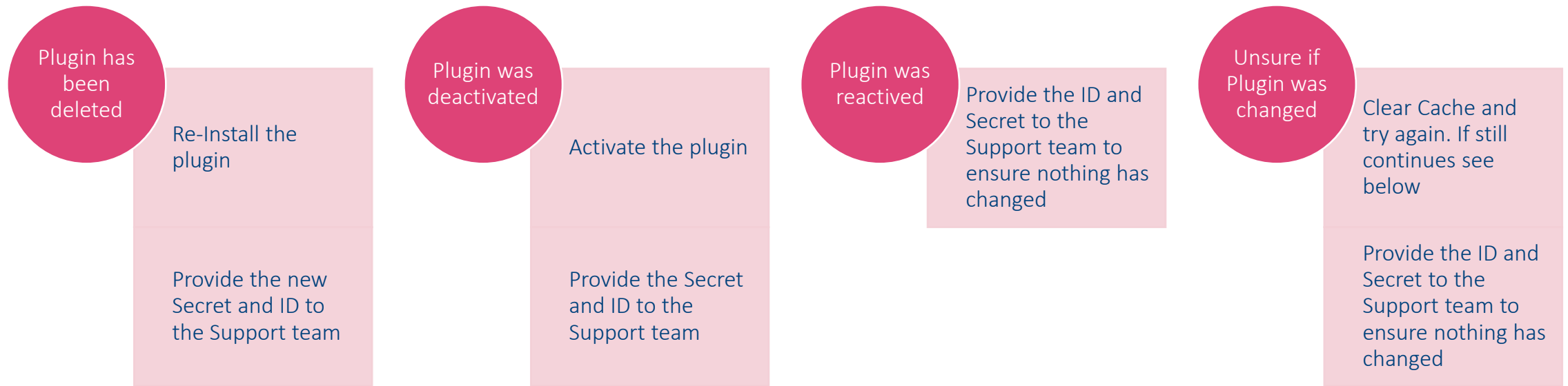
There is an error making an API connection

What you can check

Check the API plugin in the SIS and see if anyone has deleted, deactivated or reinstalled the plugin

Delivery Error 1: Next Steps

Newtonsoft.Json.JsonReaderException: error reading JObject from JsonReader. Path , line 0, position 0. ...



*Copy and Paste the Secret and ID into the case

Delivery Error 3

Unable to lookup student ##, StatusCode = BadRequest

Appears

When creating a delivery batch

Means

Schema (extension) name is incorrect

Does not match an extension in the SIS

What you can check

Do a quick check of the extension names on the record

Confirm with your sis the spelling, capitalization

Delivery Error 3: Next Steps

Unable to lookup student ##, StatusCode = BadRequest

Find the
incorrect
Schema

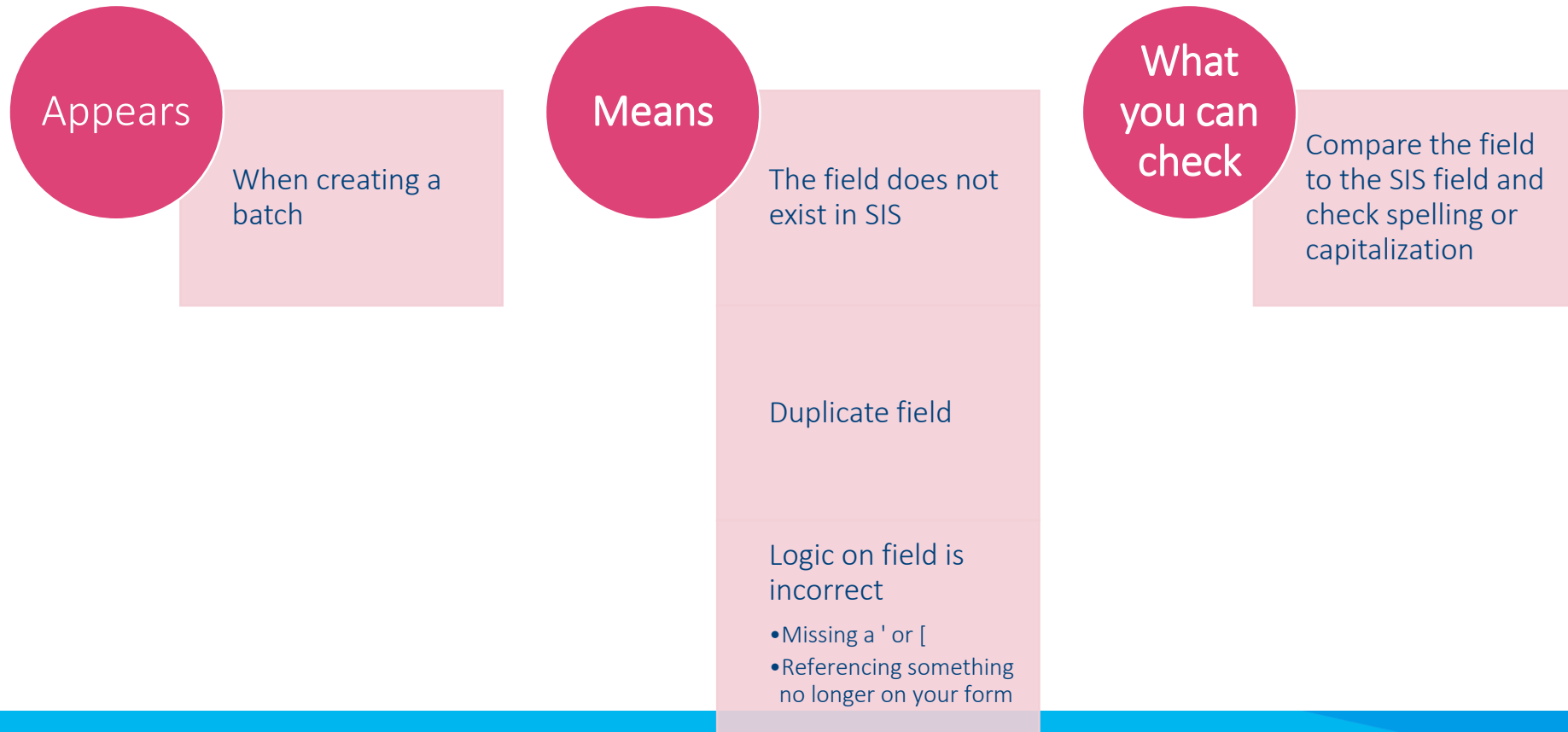
Provide the current
schema name and
then what it should
be to support

Do not see
an
incorrect
schema

Provide the full
field list from the
SIS to Support

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 8

A last name is required to match students.

Appears

Delivery review screen when you click deliver

Means

The last name field is blank

What you can check

Check the record in the workspace and see if there is a last name there

Delivery Error 8: Next Steps

A last name is required to match students.

Last Name
in
Workspace

Provide Support the name of the record and that the last name is not delivering from the record

No last
name on
record

You might want to consider making the last name field read only

You will need to enter the last name into the workspace and re-deliver

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 12

Federal Ethnicity is invalid

Appears

Delivery review screen when you click deliver

Means

The value trying to be delivered is not accepted by the SIS field

What you can check

In the delivery review screen for that record check what is being delivered

Delivery Error 12: Next Steps

Federal Ethnicity is invalid

Next
Steps

The only values accepted are
YES/NO/DECLINE_TO_SPECIFY

Delivery Error 14

Race Code is invalid.

Appears

Delivery review screen when you click deliver

Means

Delivering a ^ to the race schema

What you can check

In the SIS find the list of valid values

Delivery Error 14: Next Steps

Race Code is invalid.

Next Steps

Provide Support the list of valid values and the student you received the error on.

Delivery Error 15

District of Residence is Invalid

Appears

Delivery review screen when you click deliver

Means

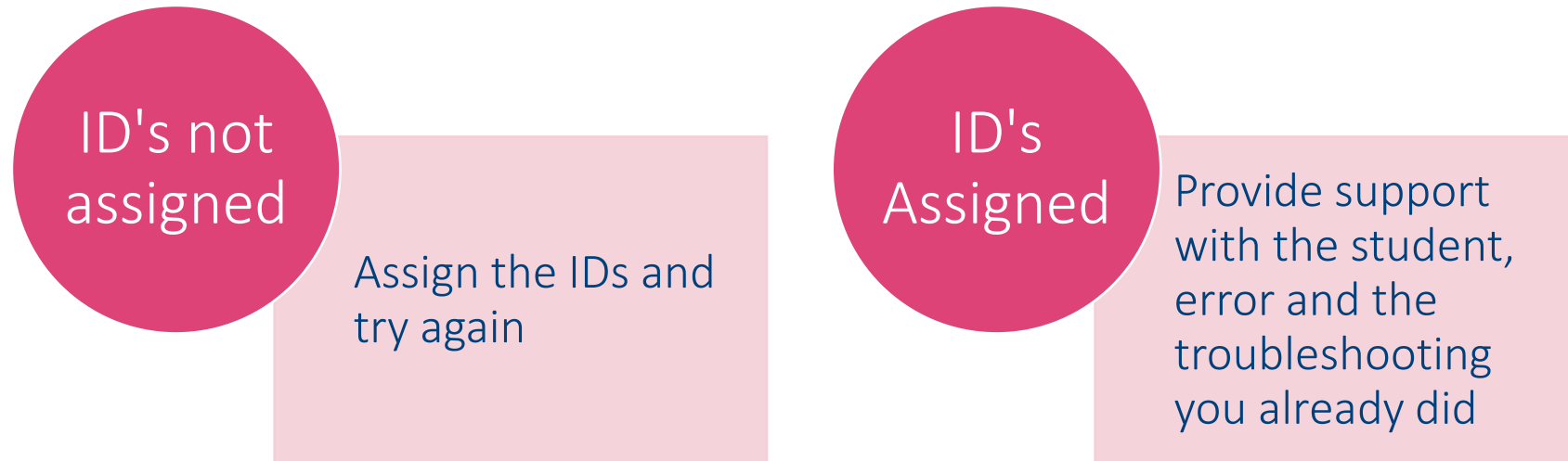
IDs have not been assigned to the DistrictOfResidence

What you can check

Check the SIS to ensure IDs are assigned

Delivery Error 15: Next Steps

District of Residence is Invalid



Delivery Error 16

The given key is not present in the dictionary

Appears

Delivery review screen when you click deliver

Means

Referencing a field that does not exist in the SIS

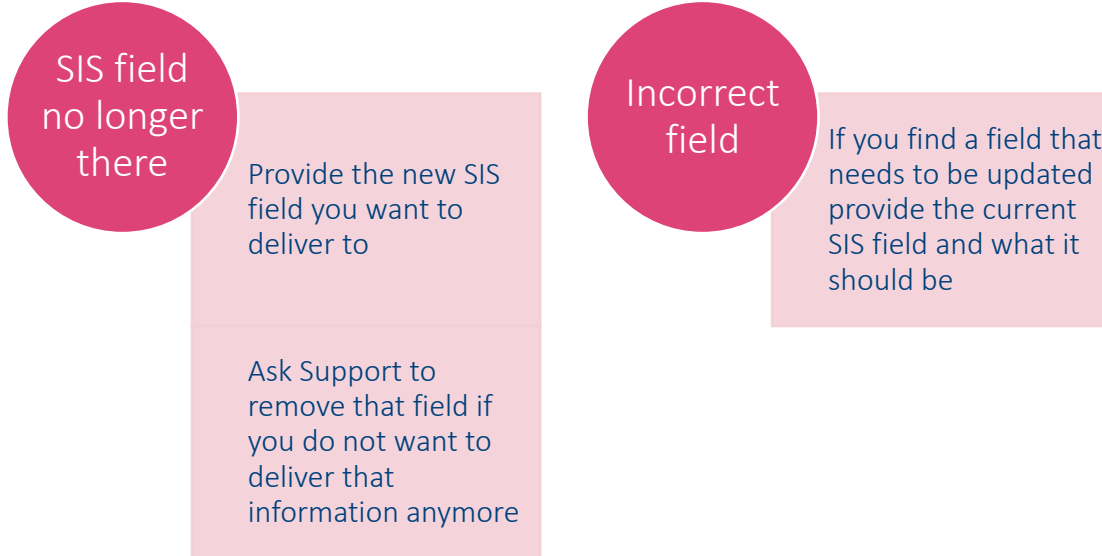
What you can check

Check for fields in the delivery review screen and ensure you still have them in the SIS

Spelling and naming conventions of fields

Delivery Error 16: Next Steps

The given key is not present in the dictionary



Delivery Error 17

An expiration date is required when a description is present

Appears

Delivery review screen when you click deliver

Means

Alert_MedicalExpires is blank and you are delivering to the Alert_Medical field

What you can check

Alert_Medical field and ensure you are wanting to deliver to it

Delivery Error 17: Next Steps

An expiration date is required when a description is present

Next Steps

If you do not want to deliver Alert_Medical then let Support know to remove it from delivery

If you DO want to deliver to it then let Support know if you want to deliver a specific date to Alert_MedicalExpires or deliver NEVER_EXPIRES

Delivery Error 19

The student's local ID is not a valid integer

Appears

Delivery review screen
when you click deliver

Means

*localid/Student_Number
exceeds the max length
as set by SIS*

What
you can
check

Check your sis setting for
ID (Start > District >
Manage Student
Numbers)

Delivery Error 19: Next Steps

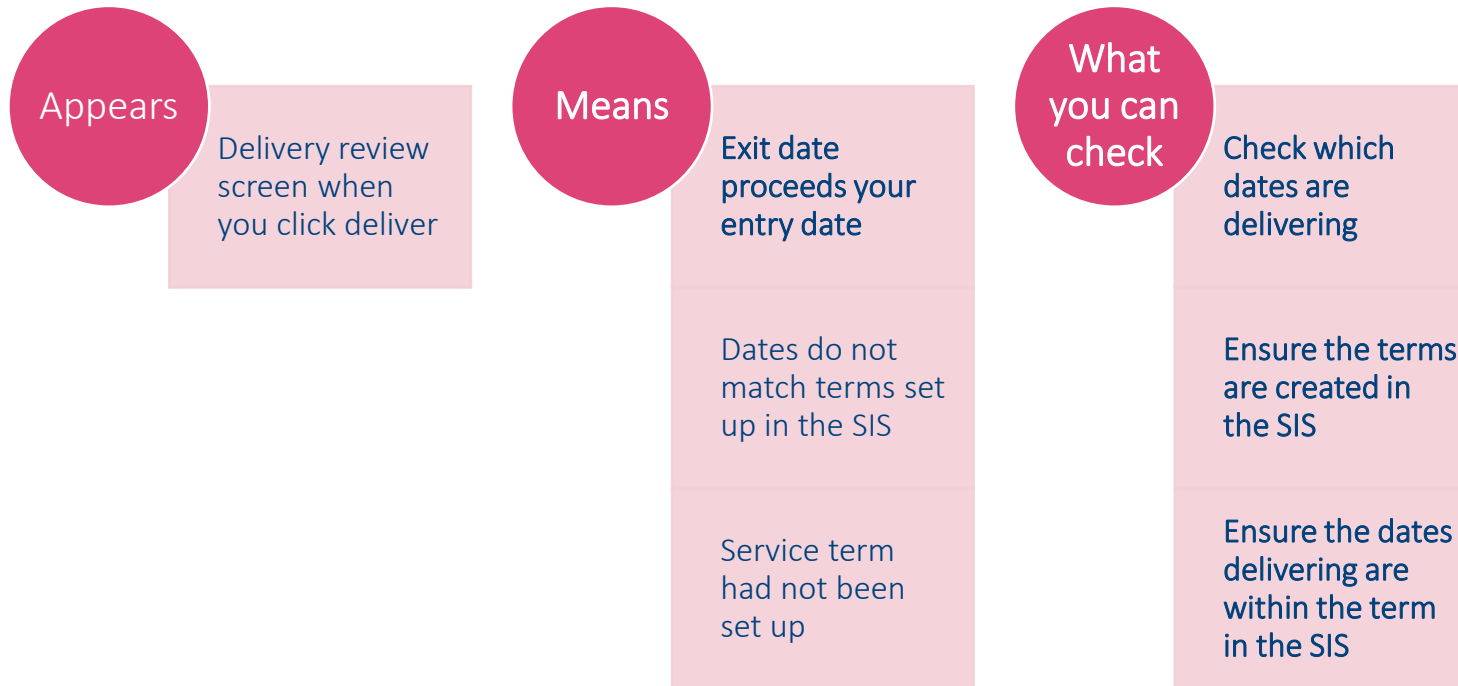
The student's local ID is not a valid integer

Identify
issue with
ID settings

Up the max
allowed for IDs
within the SIS

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)

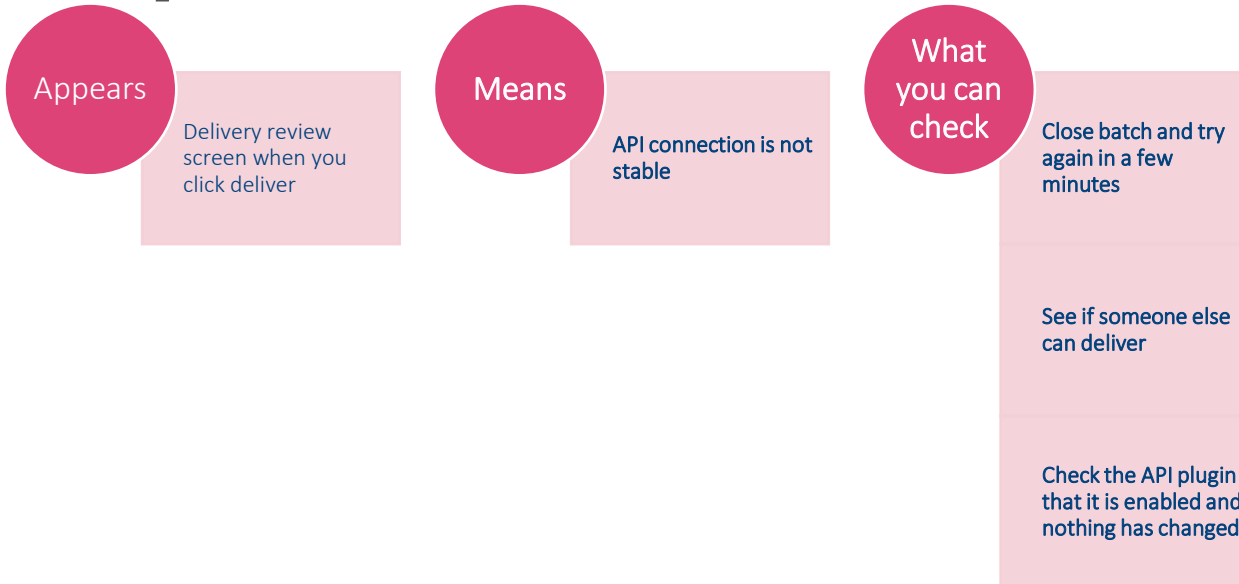
Next Steps

Manually edit the answer delivering to the SIS

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

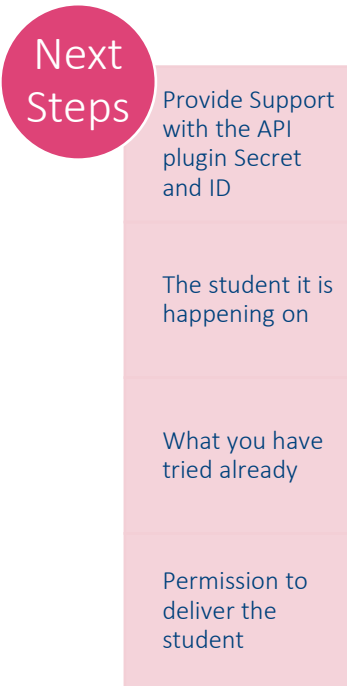
Delivery Error 24

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.



Delivery Error 26

Student Number ### present but Student not matched to record in PowerSchool

Appears

Delivery review screen when you click deliver

Means

Student Number on record is not present in the SIS

What you can check

Check for that student in the SIS

Check for the student number in the SIS

Delivery Error 26: Next Steps

Student Number ### present but Student not matched to record in PowerSchool

ID/Student does not exist in the SIS

Let Support know if you want PS to use pre-assigned student numbers and let them know what number the IDs should start at

Student exists in the SIS

If you found the student in the SIS with different ID you can clear the bad ID out and re-match the record. The correct ID should populate

Other

If you follow a process where you need to create a shell record in the SIS, you will need to do that and then attempt to re-deliver

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

Delivery Error 30

New Student Creation is prohibited. Please add the Student in PowerSchool and then match to that record in order to deliver this Student

Appears

Delivery review screen when you click deliver

Means

Not able to make a match in PS

What you can check

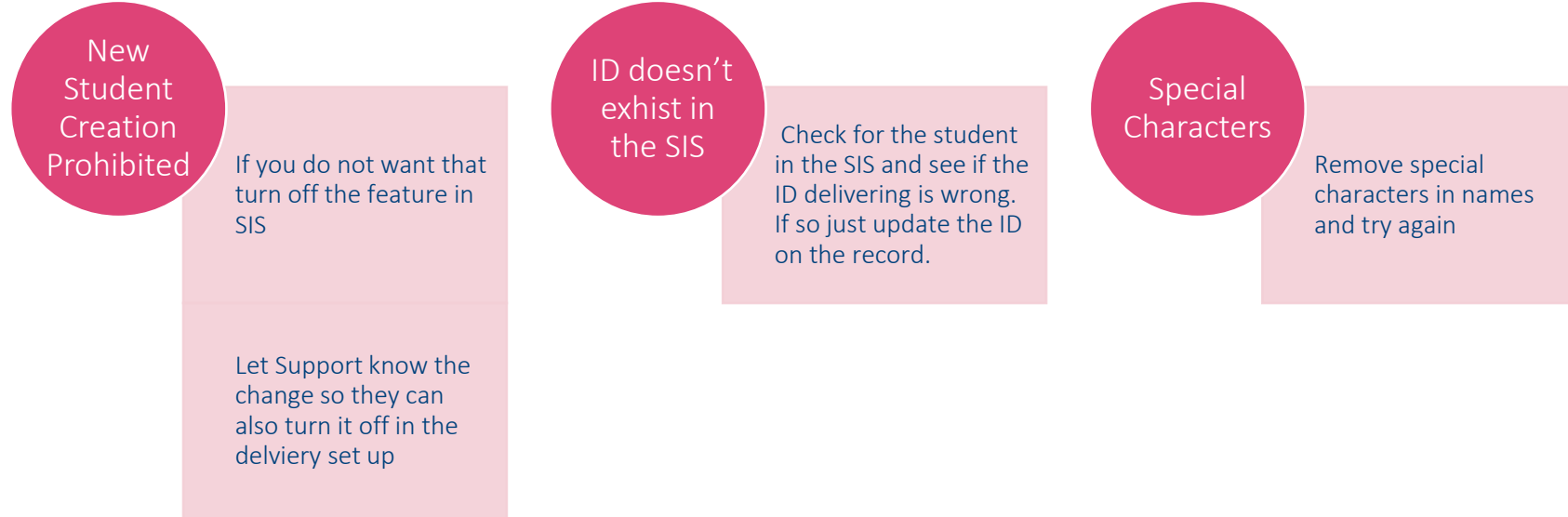
Have "Prohibit New Student Creation" feature turned on in the SIS

ID provided exists in SIS

Special Characters in the Name

Delivery Error 30: Next Steps

New Student Creation is prohibited. Please add the Student in PowerSchool and then match to that record in order to deliver this Student



Delivery Error 31

***More than 1 row with the given identified was found:
com.pearson.powerschool.fees.model.Teacher***

Appears

Delivery review
screen when
you click deliver

Also present
with a lack of
match org

Means

More than 1
teacher with the
same ID in the
SIS

What
you can
check

Check SIS to
verify this

Delivery Error 31: Next Steps

More than 1 row with the given identified was found: com.pearson.powerschool.fees.model.Teacher

Duplicate
Teacher
IDs

Remove duplicate
ID's

Unable
to
resolve

Provide error,
student with issue
and what you have
tried to Support

Delivery Error 32

***Message from server: Unknown Error during validation.
Result returns more than one elements for field student***

Appears

Delivery review screen when you click deliver

Means

Invalid FTE in SIS

What you can check

Check the FTEs for the school on the record in the SIS

Check that each grade only has 1 FTE

Delivery Error 32: Next Steps

Message from server: Unknown Error during validation. Result returns more than one elements for field student

Duplicate
FTE

Remove duplicate
FTEs and try again

Wrong
FTE

Provide the correct
FTE ids for all
schools and grades
to Support so they
can update



Student Contact Delivery Errors

Delivery Error 1

INVALID_CONTACT_DATA

Appears

When creating a delivery batch

Means

There is blank or duplicate phone numbers on their contacts page in SIS

What you can check

Check the contacts for blanks or duplicate phone numbers

Phone type with no phone number

Delivery Error 1: Next Steps

INVALID_CONTACT_DATA



Delivery Error 1

Value must be an integer

Appears

When creating a delivery batch

Means

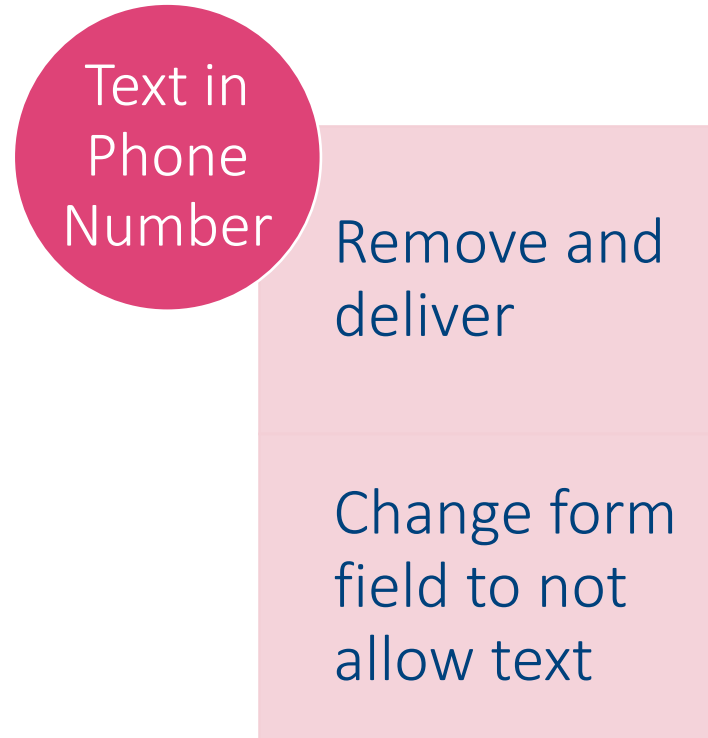
Extension includes text

What you can check

Check the record for text in phone numbers

Delivery Error 1: Next Steps

Value must be an integer





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?



Resources

Help Guide & Community

Resources

Help Guide	Community
Deliver Data	Enrollment & PowerSchool SIS - End Relationships with Old Contacts
Record Matching	Common Errors When Delivering
Delivery Options	File Based Delivery
	Delivery Troubleshooting
	API Delivery
	Delivery Testing - Basics



Questions



Upcoming Events & Webinars

Upcoming Events

Enrollment Admin Office Hours

Wednesdays @ 11am ET / 8am PT

<https://help.powerschool.com/t5/PowerSchool-Enrollment/Join-us-for-Enrollment-Office-Hours/ta-p/132352> *Recordings found here

Enrollment Basics Webinar Series

2nd and 3rd Monday of the Month @ 11am ET / 8am PT

<https://help.powerschool.com/t5/Enrollment-Administrator-Forum/Register-Now-for-Enrollment-Signature-Basics-Webinar-Series/m-p/304392#M766>

Upcoming Webinars

<https://help.powerschool.com/t5/Enrollment-Admin-Forum/Enrollment-Webinar-Series-2022/m-p/268719#M694>

Automating Enrollment – Want to get away from manual tasks? This session will cover all the tasks you can automate within enrollment from importing to notifications to delivery.

September 29

