TCSI factsheet: notifications

What are notifications?
To the extent possible, providers will receive near real time responses to the submission of data. That is, if data is supplied that is either incorrect or inconsistent with information already stored in the database, an error or warning message will be sent almost immediately so that a provider can correct and resubmit data.

Real-time messaging is not possible where the system needs to call on other systems (for example, ATO systems) or data issues are identified by system generated processes (for example, data completeness checks). In these instances, messages are posted onto each provider’s notification table and the provider can check and retrieve these messages.

Each provider has its own notification table, which contains messages that the provider will need to take action on to ensure the accuracy and completeness of its data.

How does a provider access its notification table?
For providers using APIs, notifications messages can be obtained through the Notifications API endpoint.

TCSI Analytics will host a report view of Notifications for all providers which can be downloaded.

For providers using TCSI Data Entry, notification messages can also be obtained through the Notifications tab, including a basic download functionality.

What notifications are available?

<table>
<thead>
<tr>
<th>Notification type</th>
<th>Notification messages</th>
<th>Appropriate action</th>
</tr>
</thead>
<tbody>
<tr>
<td>TFN</td>
<td>• A reported TFN is in the process of being checked with the ATO</td>
<td>No action.</td>
</tr>
<tr>
<td></td>
<td>• A reported TFN is matched to a person other than the reported student</td>
<td>Contact student to resolve incorrect TFN. Report correct TFN as soon as it is available.</td>
</tr>
<tr>
<td></td>
<td>• A reported TFN does not match to a person</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A reported TFN is unmatched due to the client status</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The TFN matching process has timed-out (12 weeks).</td>
<td>Check TFN with student and resubmit TFN.</td>
</tr>
</tbody>
</table>
How long do messages remain in the notifications table?
Notifications remain on the notifications table until the provider takes action in relation to the message:

- TFN messages are removed once a TFN is verified by the ATO or a new TFN is reported by the provider
- CHESSN messages are removed once the provider has retrieved the system generated CHESSN or additional identity data is reported
- Loan messages are removed once the provider has retrieved the status of the loan or the student’s HELP balance
- Scheduled validation messages are removed once the missing data is reported.

This means that the notifications table can be used as a ‘to-do’ list. An empty notifications table for a provider indicates that there is no missing or unverified data in the system for the provider.