If there is an error on a submitted detailed report, you will receive an e-mail describing the issue. Please note: You will receive an email for each error that occurs. It is the Distributor's responsibility to correct all errors to ensure the file can be uploaded properly.

Once you fix the error(s), Nasdaq must "reset" your access to resubmit in the Client Portal. Contact DataOps@Nasdaq.com for assistance.

Below are the most common reporting errors and how to fix them. The errors are numbered; some have the same number. If you need to contact DataOps@Nasdaq.com about an error, please refer to the "System Error Number" and the error number. You'll find this information at the bottom of the email. (See page 3 for an example.)

Template Headers

	A	B	C	D	E	F	G	H	I	J	K	L	M
9	SUBNAME	ADD1	ADD2	ADD3	City	State	POSTAL CODE	COUNTRY	VAN	PROCODE	SUBEFFDATE	QUANTITY	PREFIX (BILLING LOCATION)
10	DEF Financial	567 North Street	Suite 29	7th Floor	Anywhere	OH	12345	US	00087	1004200	20231101	2	100345678_12345

Error Number	Header	Column	Issue	How to Fix
8	SUBNAME	A	The Subname is missing.	Add your client's organization name
8	SUBNAME	A	The Subname is too long. It cannot exceed 64 characters.	Use abbreviations where possible. (Example: Inv not Investments) Simplify the name where possible
8	ADD1 ADD2 ADD3	B, C, D	The Address is too long. Each column cannot exceed 64 characters.	Use three columns as needed Use abbreviations (Example: FL not Floor; #123 not Suite #123)
8	COUNTRY	H	The Country Code is missing	Add the 2-letter country code as defined by the ISO. Codes may be found here.
9	COUNTRY	H	The Country Code is more than 2 letters.	Use only 2 letters as defined by the ISO. Codes may be found here.
9	N/A		The Detailed Reporting Template submitted was not in the format required for the Data-Client Portal.	Use the Nasdaq Excel Detailed Reporting Template and resubmit.
13	VAN	I	VANs and products for past months are missing.	VANS and Product codes are included in the current month but were not included in previous month(s). The missing VANs, Product Codes and Periods will be listed in the email. Submit a revised report with this information included. Make sure you change the SUBEFFDATE (Column K) to the missing period for the added information.

Assitance: DataOps@Nasdaq.com

13	VAN	I	VANS and reportable products from the previous report are missing.	Indicates the VANs and Product Codes were included the previous month. These must be included in the current period. The missing information will be listed in the error email.
14	VAN, PROCODE	I/J	You cannot have multiple Vendor Product Codes mapped to the same Exchange Product for the same VAN.	You cannot have more than one PROD CODE that refers to the same exchange product for the same VAN (end-user). Contact DataOps@Nasdaq.com to map your product codes to the correct exchange products.
14	VAN PROCODE SUBEFFDATE	I/J/K	You cannot report a quantity for the same VAN, Product and Effective Date on multiple rows.	Combine the quantities and report it once if using the same VAN, Product and Effective Date.
23	PROCODE	J	Product Code reported has not been set up for your account.	The customer's Product Code must be mapped to the exchange's product Code. Contact DataOps@Nasdaq.com for assistance.
33	PROCODE	J	The Product Code for your Subscriber doesn't exist in the system for you to report the zero.	Either the Subscriber and product Code were never mapped or this was closed in a previous month. Delete this from the report or contact DataOps@Nasdaq.com for assistance.
16	SUBEFFDATE	K	Invalid value for Effective Month	Date is prior to the product start date for this location
7	SUBEFFDATE	K	Date is missing.	Make sure that the SUBEFFDATE is included for every reported product
22	SUBEFFDATE	K	There are reporting periods missing between the last report month and the current reported month.	The email will specify the last reported month. Please resubmit the report with all missing months including the current month
26	Multiple		Per the Nasdaq reporting policy, there are restrictions for making changes for previous reporting periods.	Refer to the Nasdaq Reporting Policy for further information. Contact DataOps@Nasdaq.com for assistance.
28	Multiple		You cannot report on products prior to the date it was activated for this subscriber	Make sure that the effective date is accurate for this product for this subscriber.
34	QUANTITY	L	Per the Nasdaq reporting policy, there are restrictions for reporting a zero (0).	Refer to the Nasdaq Reporting Policy for further information. If you want to terminate the product, contact DataOps@Nasdaq.com for assistance.

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Error Message Example

There are VANs and reportable products included in the last reported month that are now missing in your current report.

Error(s) found: "VAN","Product"
"PROD_18","1004202"
"PROD_18","1004200"

System File name: EXCEL_100590600_266044_NDQ3_2024-04-17_10_53_32_CONTRACT_65552_EXTERNALCONTACTID_-1.XML
File Date: 17/04/2024 10:53:45 AM

If contacting DataOps@Nasdaq.com about an error, refer to the System File Name