COMMON CHALLENGES AND SOLUTIONS

Objectives

At the end of this lecture, the participants should:

- Understand the common problems associated with completing the Masterfile

- Be able to solve the problems.

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Wrong File Name

– **Description**: When uploading file(s) with incorrect file name, system will not be able to accept and validate it. The common wrong file name encountered are version extension, language detail extension etc.

– **Recommendation:** File name should follow the standard set out by the Central Bank. Please see Standards for details. MFB50000m112012.xls

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Renamed files from * .xlsx to * .xls

- **Description**: as we announced Excel 2003 as a reporting format - file has an extension .xls. Having that in mind, some MFBs renamed their Excel 2010/2007 files with the extension .xlsx to the file with extension .xls. This is wrong method - as file still remains in 2010/2007 format.

- **Recommendation:** File must be saved as Excel 97 - 2003 workbook. Better / recommended to use officially published Master File which has adequate format.

Old Version of the Master File

- **Description**: Time after time, Master File is being changed and/or improved. Many Micro-Finance Banks face error due to the use of old / previous version of the Master File. Another common problem is using other version of the Excel for reporting. System does not accept file(s) which are not in pre-defined format (in this case Excel 1997-2003) and the ones that are not password-protected.

- **Recommendation:** Use the most up-to-date Masterfile provided in the following link: https://sites.google.com/site/fina2cbn/

Wrong e-mail address

- **Description**: Due to the change in the data collection process, mails are no longer sent to the supervisor. From now on, the main recipient must be mfbreturns@cbn.gov.ng, if other recipient is needed, use CC:. Please note that alternate emails are only given to backup in case of main email system error, automatic email robot will only treat files sent to mfbreturns@cbn.gov.ng

- **Recommendation:** All returns submission must be sent to mfbreturns@cbn.gov.ng if other recipient is needed, please use the CC: function.

Wrong e-mail attachment

– **Description**: Some attachments are damaged, infected or have wrong format (for instance .eml)

– **Recommendation:** All e-mails with damaged or wrong formats will be ignored and moved to spam folder. Please use only ZIP and / or XLS files.

Links and Formulas instead of inputs

– **Description**: Some MFBs are putting links and/or formulas in Master File. Especially if they need to extract data from their MIS system automatically. This is a very good idea but in the final version, all white cells must be filled with the numbers (or texts), no formulas & links are accepted. For that, you can use "COPY / PASTE Special / Value" functionality, see video demo on how to do that here. In Excel, when copying from a particular calculation, System will copy the actual calculating process rather than bringing just the result. e.g. with normal copy and paste calculation of 2+6, will display as 2+6 instead of 8.

– **Recommendation**: Please 'copy and paste' value in final version of the return. Users can also use macro for that purpose (but in own separate files, not in the master file or return he/she is submitting to Central Bank because files with macros will not be accepted). Instead, directly copy and paste, then right-click on destination cell, select Paste Special, you will see a window for selection, deselect all and select only "VALUE" button, then click Okay.

Empty row(s) in variable cross table

- **Description:** When entering data into the variable cross table it is vital to enter data starting from the top and not jumping over any rows. For instance, entering data in row number 1, 2, 3 and jumping to 4,5,6. When confronted with such case system will calculate up to the to point of the empty row. Leaving all other after that not calculated.

- **Recommendation:** Make sure data is filled following the order respectively.

Spam Folder

– **Description:** (a) e-mails to mfbreturns@cbn.gov.ng going to SPAM or (b) auto response from mfbreturns@cbn.gov.ng goes to SPAM

– **Recommendation:** Include mfbreturns@cbn.gov.ng in contacts and in safe sender lists. Create filter like: all e-mails from mfbreturns@cbn.gov.ng, mark as "important", keep in "INBOX" and never mark as "SPAM".

File Extension

– **Description**: If file extension is edited by accident or on purpose (to make it look like .xls), the system will not recognize the file

– **Recommendation:** Enable "hide extensions for known file types" in Windows control panel (folder options) in order to accidentally edit the file extension when renaming the file name.

Extra sheet (missing sheet) in excel file

– **Description**: If the submitting .xls return file contains more or less sheets than in the Masterfile, the system will not accept the file

– **Recommendation:** Do not enter or delete any sheet, please also be careful if you are working on MS Excel 2007 and higher, if "Insert Worksheet" tab ( ) is pressed Excel will instantly add a new sheet.

Macros in the Excel file

– **Description**: If the attached file contains macro and has suffix .xlsm, the system will not accept the file

– **Recommendation:** Please make sure that you download the latest version of the Masterfile and ensure that your system is secured from virus(es) which could cause macros on file.

Pictures in the Excel file

– **Description**: Inserting pictures or signatures in the schedule(s) abnormally increases the size of the file. There is a maximum file size that could be accepted by the system and if inserted pictures and/or signatures resulted into a file size above acceptable limit, submission will not be uploaded

– **Recommendation:** Masterfile should be completed without pictures and/or signatures. If these are very necessary, please send hard copy of the report/returns.

Unexpected Problem(s)

- **Description**: If you received a response from the DCS Robot saying "e-mail sent by you had unexpected problem(s). Please contact DCS Team"

- **Recommendation**: When you are confronted with this response, the file sent had not been saved in strict compliance with the standard file name, which is MFB50000m112012.xls

- The capital and small letters must be strictly observed, while the version of Excel with .xls (Excel 97 – 2003 Version) must be adopted. Please save completed returns file accordingly and resend.

Thank You

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