



# Prescription Drug Front-End System (PDFS) User Guide

---

# TABLE OF CONTENTS

LIST OF FIGURES.....	3
LIST OF TABLES.....	3
TRADEMARK INFORMATION.....	5
INTRODUCTION.....	5
WHO TO CALL AND HOURS OF OPERATION .....	5
PDFS AVAILABILITY.....	5
PRODUCTION CYCLE.....	6
TESTING AND CERTIFICATION REQUIREMENTS.....	6
PDFS OVERVIEW.....	6
REQUIREMENTS FOR USING THE PDFS.....	6
CONNECTING TO THE PDFS.....	7
CONNECTIVITY .....	7
HOME PAGE .....	8
NEWS & UPDATES.....	9
LOGGING INTO THE PDFS.....	10
First Time Users and Initial Setup.....	11
Maintaining a Password .....	13
Expired Password.....	13
Forgot Password .....	14
Update My Profile.....	16
Change/Reset Password .....	16
Password Lock.....	16
Password Auditing .....	17
UPLOAD FILE .....	18
Upload Restrictions.....	18
Upload Tips .....	18
Upload File Storage on Palmetto GBA System.....	18
MAILBOX .....	22
Downloading Files from the Mailbox.....	22
Deleting Files from the Mailbox.....	24
Viewing Files in the PDFS Mailbox.....	25
ERROR CODE LOOKUP PAGE.....	26
GET ASSISTANCE .....	28
CONNECT USING SFTP.....	29
SFTP Application Software .....	29
Connect to Palmetto GBA using SFTP.....	29
Sending Files.....	30
Receiving Files .....	30
CONNECT USING FTP .....	31
File Transfer Using Microsoft FTP Software .....	31
Passwords.....	31
Log On to the FTP Server.....	31
PDE Data Upload Using Microsoft FTP .....	32
PDE Download Using Microsoft FTP.....	32
Downloading a Single File.....	33
Downloading Multiple Files.....	33
Logging-Off the FTP Server.....	34
File Transfer Using Other FTP Software .....	35



## LIST OF FIGURES

Figure 1 – Home Page .....	8
Figure 2 – News & Updates Page .....	9
Figure 3 – Login Page .....	10
Figure 4 - Reset Password Page .....	11
Figure 5 - My Profile Page .....	12
Figure 6 - Reset Password Page .....	14
Figure 7 - Reset Password .....	15
Figure 8 - Home Page .....	17
Figure 9 - File Upload Page .....	19
Figure 10 - File Selection Dialog Box .....	20
Figure 11 - Successful File Transfer .....	21
Figure 12 - Mailbox Page.....	22
Figure 13 - Preparing Downloads.....	23
Figure 14 – File Delete Confirmation Page .....	24
Figure 15 - Lists of Selected Files .....	25
Figure 16 - Viewing a File .....	25
Figure 17 - Error Code Search Page .....	26
Figure 18 - Successful Error Code Search.....	27
Figure 19 - Documents Page .....	28
Figure 20 - SFTP Screen Shot #1.....	29
Figure 21 - SFTP Screen Shot #2.....	30
Figure 22 - SFTP Sending File Screen Shot .....	30
Figure 23 - SFTP Receiving File Screen Shot.....	30
Figure 24 – Login Command Sequence.....	31
Figure 25 – Download Commands .....	33
Figure 26 – All Files Available for Download Commands.....	33
Figure 27 – All Files Available for Download Commands.....	34

## LIST OF TABLES

Table 1: Appendix A Error Messages for invalid login entries .....	37
Table 2: Appendix B Error Message for invalid password creation entries .....	38
Table 3: Appendix C Error Messages for invalid profile entries.....	39
Table 4: Acronyms.....	41
Table 5: Record of Change .....	42

## TRADEMARK INFORMATION

PK-ZIP® Software version 14+ is a licensed product of PKWARE, Inc. This user manual references materials from the PK-Zip Read Me File.

Microsoft Internet Explorer® is a licensed product of Microsoft Corporation.

Any other software referenced within this manual, or any other publication of Palmetto GBA, Limited Liability Company (LLC) is licensed or copyrighted by their respective companies and is for informational purposes only.

## INTRODUCTION

Web services such as file upload and mailbox maintenance are the main functions of the Prescription Drug Front-End System (PDFS). Using a browser, registered users may browse the PDFS for Prescription Drug Event (PDE) related documentation and other useful information. The file transfer function allows registered users to transfer and create electronic data using any type of platform (i.e. Windows 7+, UNIX, Macintosh, etc.). Connection to the PDFS to upload and download files is possible using a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the PDFS technicians currently only support Internet Explorer.

## WHO TO CALL AND HOURS OF OPERATION

Questions regarding the PDFS or the submission of data should be directed to the Customer Service and Support Center (CSSC) Help Desk at (877) 534-CSSC (2772), or consult the Help menu option from the PDFS.

## PDFS AVAILABILITY

The PDFS is available for use 24 hours a day, 7 days a week. The CSSC Help Desk is unavailable on the following holidays:

**New Year's Day**

**Martin Luther King Day**

**Memorial Day**

**Independence Day**

**Labor Day**

**Thanksgiving Day and the day after**

**Christmas Eve and Christmas Day**

## PRODUCTION CYCLE

Production Cycles run twice daily. PDE's submitted via the PDFS must be completely transmitted prior to the start of each cycle. The first production cycle begins at 3:00 a.m. Eastern Time (ET), and the second production cycle begins at 1:00 p.m. EST.

## TESTING AND CERTIFICATION REQUIREMENTS

Submitter testing and validation is required to ensure there are no data flow issues between the submitter and the PDFS. Testing and validation also ensures the data submitted is valid and formatted correctly. When ready to send test data, please notify CSSC Operations through the CSSC Help Desk at (877) 534-CSSC (2772). Centers for Medicare & Medicaid Services (CMS) will process this data and return reports the next day. CSSC Operations is available to offer guidance on the submission of test/validation data.

## PDFS OVERVIEW

The PDFS contains the following menu options:

- **Home:** Returns the registered user to the PDFS Home Page.
- **Mailbox:** Allows the registered user to download, view, and delete responses and reports from their mailbox.
- **Upload File:** Allows the registered user to upload PDE data files.
- **Error Codes:** Allows the registered user to look up descriptions for Error Codes.
- **Help:** Allows the registered user to view and download documents pertaining to the PDFS.
- **News & Updates:** Provides information on newly added features and information.

## REQUIREMENTS FOR USING THE PDFS

File upload and retrieval are the main components of the PDFS. To access the PDFS, users must have a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the PDFS technicians currently only support Internet Explorer.

## CONNECTING TO THE PDFS

A connection with an approved Network Service Vendor (NSV) must be in place prior to the establishment of an Internet Protocol (IP) connection with the PDFS.

All submitters with existing network access have been authorized by Palmetto GBA to connect to the PDFS.

In order to submit PDE files to the PDFS, the user must be enrolled at CSSC Operations. If the user is not enrolled, contact the CSSC Help Desk at (877) 534-CSSC (2772). Once enrolled, the user will receive a submitter Identification Data (ID) and password.

**NOTE:** This password is case sensitive. Enter the password exactly as it was assigned by CSSC Operations.

## CONNECTIVITY

1. Refer to the documentation provided by the NSV for accessing the network.
2. Once connected, start the browser.
3. Enter the following into the Uniform Resource Locator (URL) or address field: `https://<HOST NAME>/pdfs`
4. Select **ENTER**.

## HOME PAGE

Once connected, the user will see the PDFS Home Page, as shown in **Figure 1**. The tabs across the top of the Home Page allow the user to access the various functions. The left-hand panel provides the user with several help references.



Figure 1 – Home Page



## NEWS & UPDATES

New information pertaining to the PDFS is available in the **News & Updates** tab, as shown in **Figure 2**.



Figure 2 – News & Updates Page

## LOGGING INTO THE PDFS

Users must log into the PDFS via the Login Page, as shown in **Figure 3**, in order to utilize the file upload and retrieval functions.

Users may select the Login link in the upper-left corner of a web page to navigate to the Login Page.

Users must enter a valid CSSC Operations assigned User Name and Password, then select the Login Button or Enter key. If a valid User Name and Password has not been entered, error messages will display, as shown in **Appendix A**.



Figure 3 – Login Page

## First Time Users and Initial Setup

**Note:** This section and the following sections concerning passwords impact web users only. Users who utilize the Command Line will not be impacted.

A Command Line user will continue using submitter ID and password to login. If users utilize both the web site and Command Line functionality, two different and distinct passwords will be maintained by the user.

Users who login for the first time will need to create a new password and a user profile.

1. Users may log in by entering a valid CSSC Operations assigned User Name and Password and select the Login Button or Enter key on the Login Page, as shown in **Figure 3**. At this time, the password is considered a temporary password.
2. The system will navigate from the Login Page to the Reset Password Page, as shown in **Figure 4**.

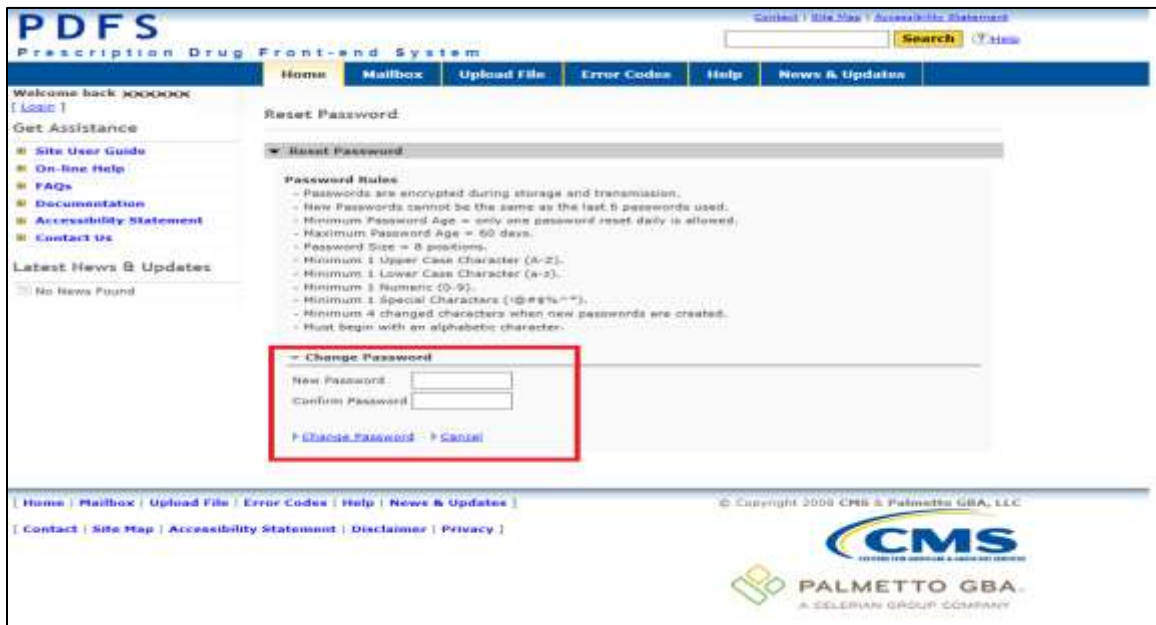


Figure 4 - Reset Password Page

3. The user will enter a new password, confirm the password, and select the Change Password link.
4. The User must adhere to all the password rules. If the correct password information has not been entered, error messages will display, as shown in **Appendix B**.

**Note 1:** Passwords will not be visible on entry.

**Note 2:** Passwords are defined as 8 positions; that is, no more or no less than 8 positions.

5. After the Change Password link has been selected, the system will navigate from the Reset Password Page to the My Profile Page, as shown in **Figure 5**.

The screenshot shows the 'My Profile' page in the PDFS system. The page has a blue header with the PDFS logo and navigation links. The main content area is titled 'My Profile' and contains an 'Update Profile' form. The form fields are: Username, Password (with a '(change)' link), First Name, Last Name, and five security questions (Question1 through Question5). There is also a 'Password Reset Email' field. At the bottom of the form are links for '> Update Profile' and '> Cancel'. The page footer includes navigation links, copyright information for CMS & Palmetto GBA, LLC, and the CMS Palmetto GBA logo.

Figure 5 - My Profile Page

6. All fields must be entered. Select the Update Profile link when complete. If all fields are not entered, error messages will display, as shown in **Appendix C**.

**Note 1:** All fields must be entered.

**Note 2:** Answers are case sensitive.

**Note 3:** The User Name and Password fields will display but are encrypted.

## Maintaining a Password

### EXPIRED PASSWORD

If a user's password is 60 days or older, the user must enter a new password.

1. When the user enters a User Name and valid password, as shown in **Figure 3** and selects the Login or Enter button, the following message will display if the password is 60 days or older, '**ERROR – Password for account is older than 60 days. Renewal is required. Please reset your password.**'
2. The system will navigate to the Reset Password Page, as shown in **Figure 4**.
3. The user may enter a new password, confirm the password, and select the Change Password link. The system will navigate to the Login Page, as shown in **Figure 3**.
4. The user may enter the User Name and new password, as shown in **Figure 3** and select the Login or Enter button.
5. A successful login will take the user to the Home Page, as shown in **Figure 1**.

### FORGOT PASSWORD

If a user enters a valid User Name but cannot remember the password, the user can reset/change the password.

1. Select the '\*\*Forgot your password?' link, as shown in **Figure 3**.
2. The system will navigate to the Reset Password Page for entry of the User Name. The user may enter a valid User Name and select Submit, as shown in **Figure 6**.

The screenshot shows the 'Reset Password' page in the PDFS system. The page has a blue header with the PDFS logo and navigation links. The main content area is titled 'Reset Password' and contains a form with a 'User Name' input field and 'Submit' and 'Cancel' buttons. A red box highlights the form area. The page also features a navigation menu, a search bar, and a footer with logos for CMS and Palmetto GBA.

Figure 6 - Reset Password Page

3. After selecting Submit from the Reset Password Page, the system will navigate to the Reset Password Page for entry of answers to selected Security Questions, as shown in **Figure 7**.
4. The user should have created answers to selected security questions when the initial setup was completed.



Figure 7 - Reset Password

5. The user must answer each question and select Submit.
6. If all the questions are not answered correctly, an error message will display, '**Invalid answers to questions. If problem continues to exist, please contact CSSC Help Desk at (877) 534-CSSC (2772).**'
7. If all the questions are answered correctly, the system will navigate to the Reset Password Page to reset the password, as shown in **Figure 4**.

**Note 1:** Answers are case sensitive.

**Note 2:** The user can only reset the password once daily in a 24 hour period.

### Update My Profile

Once the initial setup has been completed for first time, the user may update the profile information.

1. Select the My Profile link in the top left corner of any web page.
2. The My Profile link will navigate the user to the My Profile Page.
3. Once on the page, the user may change their information and select the Update Profile link.

### Change/Reset Password

Once the initial setup has been completed for the first time, the user may reset or change a password once daily.

1. Select the My Profile link in the top left corner of any web page.
2. The My Profile link will navigate the user to the My Profile Page.
3. Once on the page, select the change link on the right side of the password field.
4. The system will navigate to the Reset Password Page.
5. Users may now enter a new password, confirm the password, and select the Change Password link.
6. Users must adhere to all the Password rules. If valid password information has not been entered, error messages will display, as shown in **Appendix B**.

### Password Lock

If the user attempts 3 unsuccessful logins, the password will be considered locked and will not be able to log into the web site. On the 4<sup>th</sup> login attempt, an error message will display, **'ERROR – Account is locked. Please contact CSSC Help Desk at (877) 534-CSSC (2772).'**

Once the password is unlocked, the user may login by going to the Login Page, as shown in **Figure 3**.



## Password Auditing

After the initial setup is complete, and the user successfully logs in, a message will appear on top of the page providing the last login and number of denied attempts, as shown in **Figure 8**.



Figure 8 - Home Page

## UPLOAD FILE

Selecting **Upload File** from the main menu will display the page, as shown in **Figure 9** on the next page.

### Upload Restrictions

- a.) File size is limited to 60 megabytes via the web site. It is highly recommended that the Secure File Transfer Protocol (SFTP) line be used to upload large files\*.
- b.) One file at a time should be uploaded.

### Upload Tips

- a.) Compress (Zip) large files prior to uploading.
- b.) Large files can take an extended length of time to upload; this time is dependent on the connection speed.

\* Large files are defined as files containing between 5 and 60 megabytes (1 million records = 51.2 megabytes uncompressed).

### UPLOAD FILE STORAGE ON PALMETTO GBA SYSTEM

An uploaded file is not stored in a user directory. The file is retained in the system queue directory for approximately 3 days then moved to the archive directory where it is retained for approximately 14 days. Files are retained in the Palmetto GBA system for a total of 17 days. The number of files retained depends on the number of files uploaded within a 17-day window. On the 18<sup>th</sup> day the file is permanently archived.

The steps on the following pages will explain how to select a file to upload to the PDFS.

1. The file selection window of the Upload File tab will appear, as shown in **Figure 9**. Select the **Browse** button to select a file to transfer.



Figure 9 - File Upload Page

2. Use the File Upload window, as shown in **Figure 10**, to navigate to the file to upload. The user can select the file and choose Open, or double-click the filename.

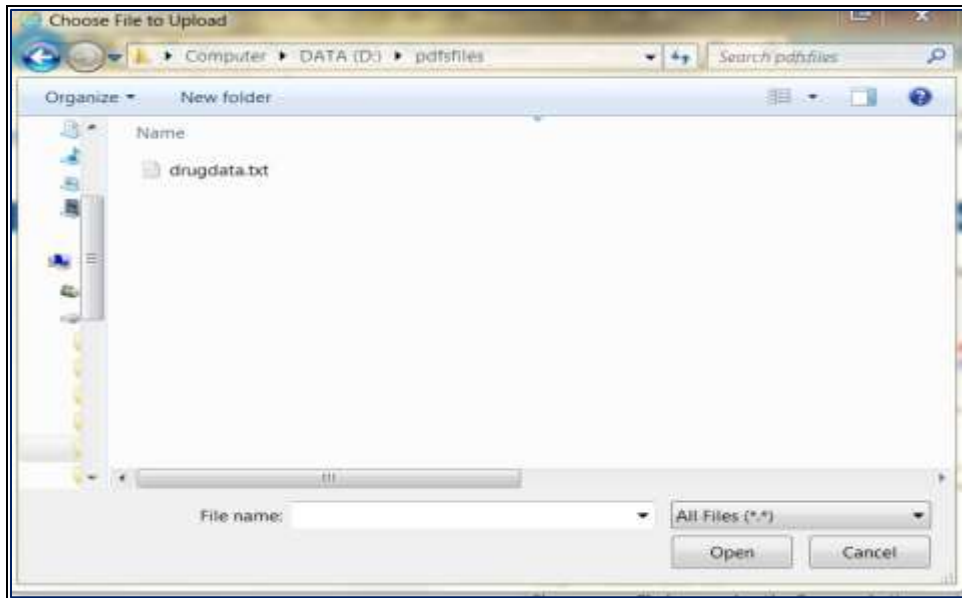


Figure 10 - File Selection Dialog Box

Once the user returns to the window, the file selected should appear in the text box next to the Browse button. Select **Upload File** to transmit the file. The window, as shown in **Figure 11** will appear after a successful upload. If the upload is unsuccessful, a pop-up window will appear containing the reason for the error.

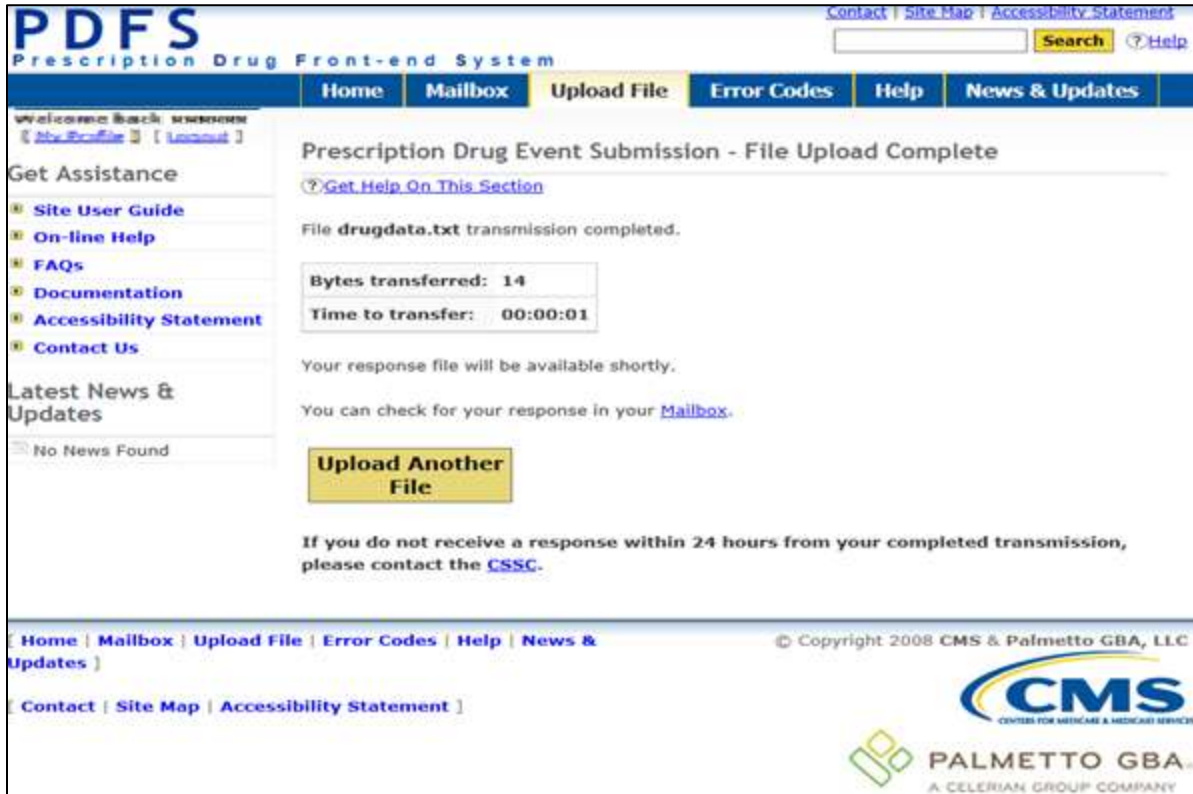


Figure 11 - Successful File Transfer

## MAILBOX

Selecting the Mailbox tab from the main menu will display the page, as shown in **Figure 12**. The files available are those contained in the user’s mailbox directory on the Palmetto GBA system. The file **Size** is indicated in bytes, and the **Date** indicates the date the file was placed in the user’s mailbox.

### Downloading Files from the Mailbox

To download files from the PDFS mailbox to the computer, follow these instructions:

1. Select the **MAILBOX** tab to open.
2. Select up to 5 files from the list of available files (use the CTRL and SHIFT keys to select multiple files).
3. Select the **Download** button.



Figure 12 - Mailbox Page

The selected files will be returned once they are retrieved. After the downloads are prepared, the user will receive the page, as shown in **Figure 13**.

This page will list the files to choose to download to the computer. To begin a download, **left-click on the filename** and choose "Save as...". The files may be downloaded one file at a time, or simultaneously.

The file names chosen will be modified to replace all period separators with underscores, and a file extension will be added. Compressed (zipped) files will receive a **.zip** extension; all other files will receive a **.txt** extension. The added extension eliminates the need to rename zipped files, so they are recognized as such by the compression software.



Figure 13 - Preparing Downloads

**NOTE:** Left-clicking on the file may cause some browsers to attempt to display the file. In such a case, the user can right-click on the file and choose "Save-as..." option.

To return to the most current list of downloads, select the **Back To My Mailbox** button from the **Mailbox** page.

## Deleting Files from the Mailbox

To delete a file(s) from the PDFS mailbox, follow these instructions:

1. Select the file(s) from the list of files, see **Figure 12**.
2. Select the **Delete** button to bring up the confirmation page in **Figure 14**.
3. Select **Delete File(s)** to delete the file(s),

**NOTE:** When **Delete File(s)** is selected, the file will be permanently deleted from the PDFS mailbox.



Figure 14 – File Delete Confirmation Page



## Viewing Files in the PDFS Mailbox

To view files in the PDFS mailbox, follow these instructions:

1. Select up to 5 files from the available list.
2. Select **View**.
3. A dialog box will appear to inform the user that the download is being prepared, as shown in **Figure 15**.

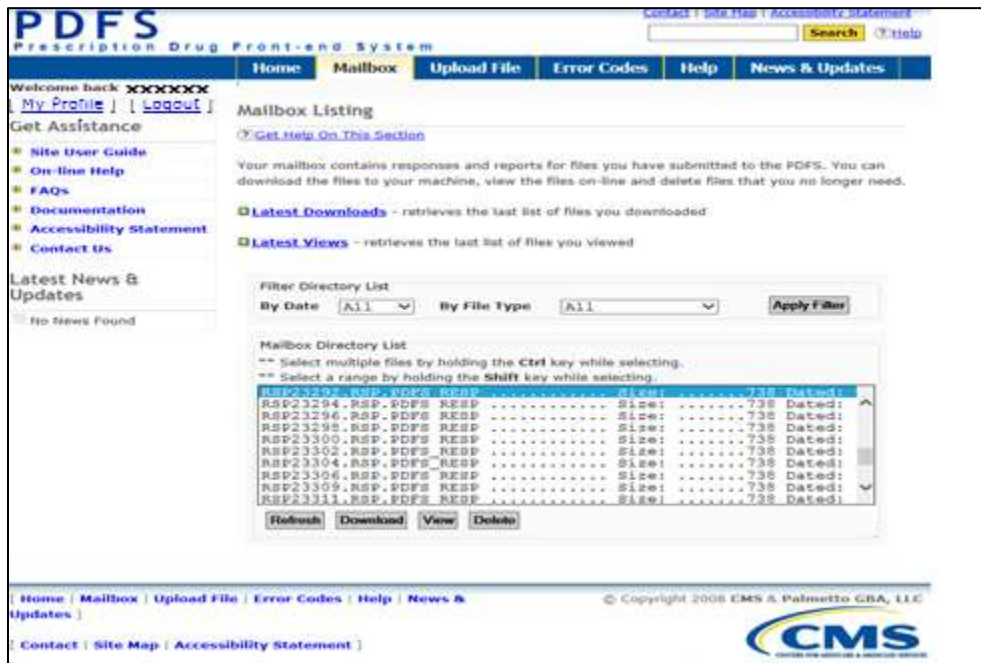


Figure 15 - Lists of Selected Files

This window, as shown in **Figure 16**, displays the contents of the file selected.

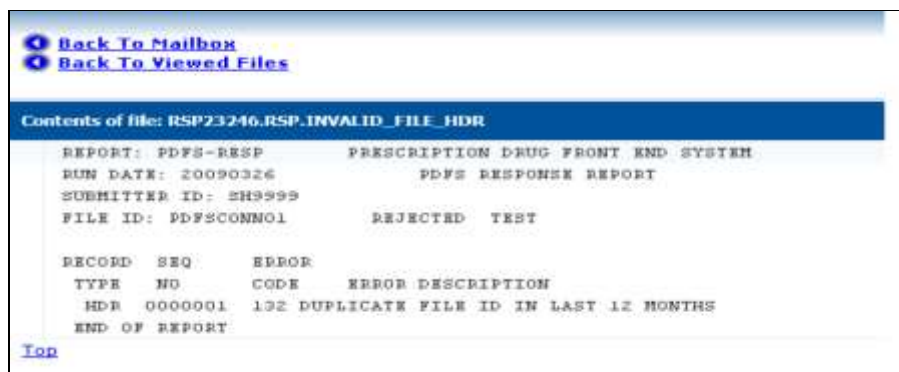


Figure 16 - Viewing a File

To return to the most current list of files, select the **Back To Mailbox** link from the **Mailbox** page.

## ERROR CODE LOOKUP PAGE

The **Error Codes** menu option will take the user to the window shown in **Figure 17** where the user may search for specific Prescription Drug Event errors. To perform an Error Code search, key the Error Code into the text box and select **Search**.

Error codes can be returned from the response files previously discussed.



Figure 17 - Error Code Search Page

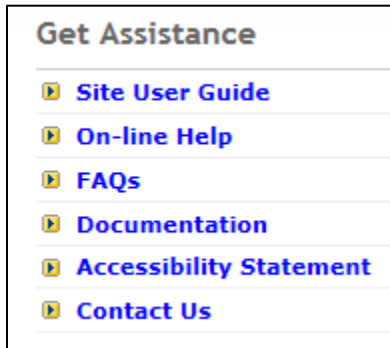
When a successful search is performed, the results will appear, as shown in **Figure 18**.



Figure 18 - Successful Error Code Search

## GET ASSISTANCE

There are several types of assistance available in the **Get Assistance** area located on the left side of the PDFS Home Page, as shown in **Figure 19**.



**Figure 19 - Documents Page**

- The **Documentation** menu item, as shown in **Figure 19** located beneath **Get Assistance** provides PDFS support documents such as the PDFS Record Layout. Updates to this page are captured on the “**News & Updates**” page.
- The Frequently Asked Questions (**FAQs**) menu option provides a list of frequently asked questions pertaining to the PDFS.
- The **On-line Help** menu option provides various help topics for the PDFS.
- The **Contact Us** menu option provides contact information for the CSSC Help Desk.

## CONNECT USING SFTP

### SFTP Application Software

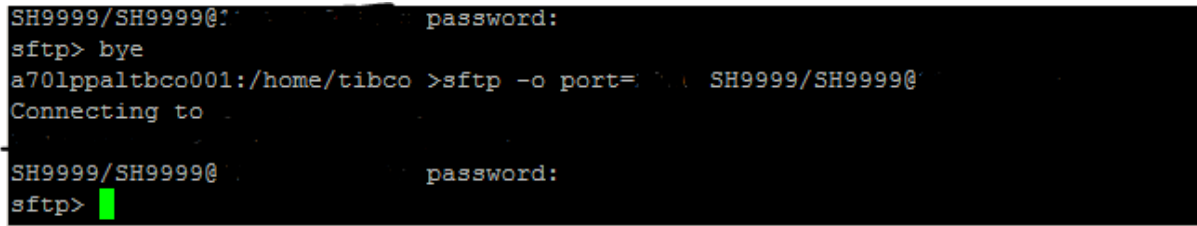
SFTP is a program in UNIX shell interface. For demonstration purposes, the figures in this section are examples of an UNIX client with a user ID SH9999. Please reference UNIX client documentation.

### Connect to Palmetto GBA using SFTP

The **PORT ID** must equal: **22** and the **HOST ID** has not changed. For information regarding the HOST ID, please contact the CSSC Help Desk at 877-534-CSSC (2772). Consult with the Network Service Provider when utilizing SFTP.

Users will be required to enter the submitter ID and password issued to them by Palmetto GBA. The CSSC Operations will assign a submitter ID and an original password. If a password is misplaced or becomes compromised, contact the CSSC Help Desk at (877) 534-CSSC (2772).

The “userid/userid” format should be used when entering the submitter ID. Once connected via SFTP, the customer will be prompted for a password. Current passwords will be transferred to the new application.



```
SH9999/SH9999@: password:
sftp> bye
a70lppaltbco001:/home/tibco >sftp -o port=22 SH9999/SH9999@
Connecting to
SH9999/SH9999@ password:
sftp>
```

Figure 20 - SFTP Screen Shot #1

The “ls” command will list the “inbox” and “outbox”. The inbox will house reports such as the *Error Summary and Tranaction Validation*. The outbox is used for the submission of PDE files. Follow the steps outlined below for data submissions and report retrievals.

## Sending Files

At the sftp> command prompt, enter: **cd outbox/EZComm/BC/1.0/Notify**. To display the current working directory, enter the command **pwd**, as shown in **Figure 21** below.

```
sftp>
sftp>
sftp>
sftp> cd /outbox/EZComm/BC/1.0/Notify
sftp> pwd
Remote working directory: /outbox/EZComm/BC/1.0/Notify
sftp> █
```

**Figure 21 - SFTP Screen Shot #2**

Once in the outbox/EZComm/BC/1.0/Notify directory, using the “put” command, enter the file name to upload. For example: **put SH9999\***. The file upload will display and the sftp> prompt will appear once the upload is complete.

```
sftp> ls
sftp> put SH9999*
Uploading SH9999.Jun25.T114054408.0010871 to /outbox/B2B-
X12/EDI/Inbound/Interchange/SH9999.Jun25.T114054408.0010871
SH9999.Jun25.T114054408.0010871 100% 1096 0.4KB/s 00:03
Uploading SH9999.Jun25.T114119776.005844 to /outbox/B2B-
X12/EDI/Inbound/Interchagne/SH9999.Jun25.T114119776.005844
SH9999.Jun25.T114119776.005844 100% 1310 1.3KB/s 00:00
sftp>
```

**Figure 22 - SFTP Sending File Screen Shot**

## Receiving Files

If the connection remains intact following a file upload, the user may switch to the inbox directory by entering: **cd /inbox/EZComm/BC/1.0/Notify**.

```
sftp>
sftp>
sftp>
sftp>
sftp> cd /inbox/EZComm/BC/1.0/Notify
sftp> pwd
Remote working directory: /inbox/EZComm/BC/1.0/Notify
sftp> █
```

**Figure 23 - SFTP Receiving File Screen Shot**

Once in the inbox/EZComm/BC/1.0/Notify directory, using the “get” command enter the file name to download. For example: **get \*.\***. The screen will display the file being downloaded and the sftp> prompt will appear once the download is complete.

## CONNECT USING FTP

### File Transfer Using Microsoft FTP Software

The following instructions apply to the FTP client software available in Windows 95 and Windows NT. Reference **Appendix D** for a sample script to automate file transfers using Microsoft FTP software.

### Passwords

Users will be required to enter the User Name or submitter ID and password issued to them by Palmetto GBA. The CSSC Help Desk will assign a User Name or submitter ID and password. If a password is misplaced or becomes compromised, contact the CSSC Help Desk at (877) 534-CSSC (2772).

### Log On to the FTP Server

To connect to the FTP server using Microsoft FTP, follow these instructions and reference **Figure 24**.

1. At the DOS prompt, the user will need to launch the FTP software. Enter **ftp** at the DOS prompt and select the Enter key.

To turn off Interactive Logging so that the question will not be asked for individual file confirmation when transferring multiple files, use the '-i' option.

**ftp> -i**

2. The user must open the server connection. Enter the following at the ftp> prompt and select the Enter key.

**ftp>open xxxxxxxxxxxxxxxx 2021** where xxxxxxxxxxxxxxxx is the FTP server URL.

3. A connection message will display, along with a prompt to enter a User Name or submitter ID and Password. Enter a valid User Name and select the Enter key. Enter a valid Password and select the Enter key.

The User Name or submitter ID and password are assigned upon enrollment with the CSSC Help Desk.

**Note:** The User Name and Password are both case sensitive. Enter the User Name or submitter ID exactly as they were assigned by the CSSC Help Desk.

```
c:\windows> ftp
ftp> open xxxxxxxxxxxxxxxx2021
Connected to xxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxx FTP ... server ready
User (ftp.xxxxxxxxxxxx (none)): SH9999
User name okay, need password.
Password:
```

Figure 24 – Login Command Sequence

4. Once the User Name and Password have been successfully entered, a welcome message will display. Set the mode to “binary” to allow for zipped files. Enter the following command at the ftp> prompt and select the Enter key:

```
ftp> binary
```

A “Type Set to I” message will appear, indicating that the user may receive and send binary files.

5. The user is now logged into the FTP server and ready to perform data transfers.

### PDE Data Upload Using Microsoft FTP

Perform the following steps to place claim files in the upload directory.

1. Reference the above section titled “Log On to the FTP Server” to establish an FTP session.
2. At the ftp> prompt, enter the “**put**” command to upload the file and select the Enter key.  

```
ftp> put YOURFILENAME CUSTOMER_UPLD!FTP
```
3. After selecting the Enter key, the FTP software will transfer the file(s).
4. A “File transfer is complete” message will appear indicating successful transfer of each file.
5. The FTP software will navigate back to the ftp> prompt when the transfer operation is complete.

**Note:** The return to the ftp> prompt does not mean that all files were successfully transferred. Please verify the “File transfer complete” message for each file uploaded.

### PDE Download Using Microsoft FTP

Perform the following steps to download remittances, reports and other files.

1. Reference the above section titled “Log On to the FTP Server” to establish an FTP session.
2. Enter the following commands and select the Enter key after each line to change to the download directory on the server:  

```
ftp> cd ..  
ftp> cd outbound
```



3. A "CWD command successful" message will display, which indicates that the current directory has changed, as shown in **Figure 25**.

```
ftp> cd outbound
250 CWD command successful.
```

**Figure 25 – Download Commands**

4. To display all files available for download, enter the following command and select the Enter key, as shown in **Figure 26**.

**ftp> ls**

```
ftp> ls
200 PORT command successful.
150 Opening data connection for ..
file1
file2
226 File transfer complete.
```

**Figure 26 – All Files Available for Download Commands**

### Downloading a Single File

1. To download a single file, enter the following command and select the Enter key.  
**ftp> get FILENAME**
2. The FILENAME to get must match the file name in the outbound directory exactly (wild cards "\*" will be accepted only if "glob" is on). If the user does not delete the files after successfully downloading them, the files will remain in the outbound directory for 14 days, at which time they will be automatically purged.

### Downloading Multiple Files

1. To download all of the remote files, enter the following command and select the Enter key, as shown in **Figure 27**.  
**ftp>mget \***
2. After selecting the Enter key, the FTP software will transfer the file(s).
3. A "File transfer complete" message will appear indicating successful transfer of each file. The user will be asked to confirm each file by selecting the Enter key, as shown in **Figure 27**.

```
ftp> mget *
100 PORT command successful.
150 Opening BINARY mode data connection for ..
226 File transfer complete
```

Figure 27 – All Files Available for Download Commands

4. The FTP software will navigate back to the ftp> prompt when the transfer operation is complete.

**Note:** The return to the ftp> prompt does not mean that all files were successfully transferred. Please verify the “226 File transfer complete” message for each file downloaded.

### Logging-Off the FTP Server

1. To log-off and exit the FTP software, enter the following command at the ftp> prompt and select the Enter key.  
**ftp>bye**

### File Transfer Using Other FTP Software

If using FTP software other than Microsoft FTP for Windows, follow these basic steps. Consult the FTP software documentation for detailed instructions for completing each step.

1. Log-On to the FTP defined server on port 2021 using the User Name or submitter ID and password as assigned by the CSSC Help Desk.
2. Upload the claims.
3. Download the claims from the defined FTP server\outbound\ directory.
4. Log-Off the FTP server.

**Note:** The upload and download directories are specific to the User Name or submitter ID. Each submitter has a specific upload and download location on the server.

## HELPFUL HINTS

- By zipping upload files in a PK-ZIP 14+ compatible format, the upload time can be decreased by as much as 90%.
- Do not use the same filename for Prescription Drug Event data files as this may potentially overwrite files that are waiting for processing. Try using sequential names (i.e., FILE1, FILE2, etc.).
- Visit our **News & Updates** page periodically to check for new features, changes, or updates.
- Watch for the red alert box on the PDFS informing of any system and/or report distribution problems.
- Visit [www.cssoperations.com](http://www.cssoperations.com) for system status, report distribution messages, and alerts.

## Appendix A

Error Messages for invalid entry of User Name and Password.

#	ENTRY	ERROR
1	No User Name or Password.	User Name field was blank. Please try again.
2	No Password.	Password field was blank. Please try again.

**Table 1: Appendix A Error Messages for invalid login entries**

## Appendix B

Error Messages for invalid entries for Password Creations.

#	ENTRY	ERROR
1	Previously used password.	ERROR – The new Password entered matched a previous Password. Please try again.
2	New valid criteria but in all upper case characters (ALL CAPS).	ERROR – Password rules have not been met. Please try again.
3	New valid criteria but in all lower case characters.	ERROR – Password rules have not been met. Please try again.
4	No numeric characters but with existing characters of previous password.	ERROR – New Password should have a minimum of 4 changed characters from the previous password. Please try again.
5	No numeric characters but with new valid characters.	ERROR – Password rules have not been met. Please try again
6	Valid Criteria but with an invalid Special Character.	ERROR – Password rules have not been met. Please try again.
7	Begin with a number and valid characters.	ERROR – Password rules have not been met. Please try again.
8	Valid criteria but less than 8 positions.	ERROR – Password should be 8 characters in length. Please try again.
9	Nothing/Blanks.	ERROR – One of the Password fields are empty. Please try again
10	All alpha characters entered.	ERROR – Password rules have not been met. Please try again
11	All numeric characters entered.	ERROR – Password rules have not been met. Please try again.
12	Valid Criteria but with no Special Character.	ERROR – Password rules have not been met. Please try again

**Table 2: Appendix B Error Message for invalid password creation entries**

## Appendix C

Error Messages for blank entries on My Profile Page.

#	ERROR
1	First Name field is empty.
2	Last Name field is empty.
3	Password Reset Email is empty.
4	Answer 1 field is empty.
5	Answer 2 field is empty.
6	Answer 3 field is empty.
7	Answer 4 field is empty.
8	Answer 5 field is empty.

**Table 3: Appendix C Error Messages for invalid profile entries**

## Appendix D

The following information is a script to automate the FTP transfer using the Microsoft FTP software.

Create a batch file to launch the FTP transfer with the following commands.

Sample batch file (c:\ftp\ftpbatch.bat):

```
ftp -n -i -s:c:\ftp\ftpscript.txt
```

Command line reference:

-n Suppress auto login

-i Suppress interactive prompting

-s <<Filename>> Specify what file contains commands to execute in ftp session

This file calls ftpscript.txt which contains the commands to be executed when the FTP program starts. The file ftpscript.txt should contain the following commands:

Sample FTP Command Script (c:\ftp\ftpscript.txt):

```
open <<xx.xx.xxx.x> 2021
```

```
user <<username>> <<password>>
```

```
binary
```

```
cd upload
```

```
mput c:\mco\upload\*
```

```
lcd c:\mco\download
```

```
cd \download
```

```
mget *
```

```
bye
```



## Acronyms

Acronym	Literal Translation
<b>CMS</b>	Centers for Medicare & Medicaid Services
<b>CSSC</b>	Customer Service and Support Center
<b>CSFES</b>	Customer Support and Front-End System
<b>DOB</b>	Date of Birth
<b>EST</b>	Eastern Standard Time
<b>ET</b>	Eastern Time
<b>FAQ</b>	Frequently Asked Questions
<b>FTP</b>	File Transfer Protocol
<b>HIC</b>	Health Insurance Claim
<b>ID</b>	Identification Data
<b>IP</b>	Internet Protocol
<b>LLC</b>	Limited Liability Company
<b>NSV</b>	Network Service Vendor
<b>PCN</b>	Patient Control Number
<b>PDFS</b>	Prescription Drug Event Front-End System
<b>PDE</b>	Prescription Drug Event
<b>SFTP</b>	Secure File Transfer Protocol
<b>URL</b>	Uniform Resource Locator

**Table 4: Acronyms**

## Record of Change

Version Number	Date	Author/Owner	Description of Change
1.0	2011	Ray Dailey	Initial Creation
2.0	2014	Jim Mayer Meryle Greve	Revisions for TIBCO
3.0	2017	Steve Braswell	2017 Annual Review. Changes made were format and wording changes for clarity and to conform to CSFES (Customer Support and Front-End System) Standards.
4.0	2017	Steve Braswell	Added Password Controls (CSFESCR0003 for CSFES 2017 Q3).

**Table 5: Record of Change**