



Prescription Drug Front-end System

[PDFS]

User Guide



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Introduction

Web services such as file transfers and file building are the main functions of the Prescription Drug Front-end System (PDFS). Using a browser, registered users may browse the PDFS site for Prescription Drug Event (PDE) related documentation and other useful information. The file transfer and building functions allow registered users to transfer and build electronic data using any type of platform (i.e. Windows 95, UNIX, Macintosh, etc.). Using a web browser or FTP Client software, you can connect to the PDFS, upload files, build files and download reports.

PDFS Overview

The PDFS contains the following menu options:

- **Home**
Returns you to the PDFS Home Page.
- **Mailbox**
Allows registered users to download/view/delete PDE data files, reports and responses from their outbound mailbox.
- **Upload File**
Allows registered users to upload PDE data files for processing.
- **Error Codes**
Allows the user to look up descriptions for Error Codes.
- **Help**
Lists the help available on-line for the PDFS.
- **News & Updates**
Displays a list of the latest news and updates for the PDFS.

Who to Call and Hours of Operation

If you have questions regarding the PDFS or the submission of PDE data, you may access the **Help** menu option from the PDFS web site or call the CSSC Operations at (877) 534-2772. The CSSC hours of operation are from 7:00 AM to 9:00 PM EST Monday through Friday. This information is also available by accessing the **Contact Information** from the PDFS web site.

PDFS Availability

The PDFS is available for use 24 hours a day 7 days a week. The CSSC Operations 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 Day and Christmas Day**

Requirements for Using the PDFS

File transfers and file building are two main components of the PDFS. To access the PDFS menu options such as File Submissions or Help, users must have a browser. Netscape Navigator version 3.0 or higher and Internet Explorer version 3.02 or higher are recommended and supported. Other browsers may be used; however, the PDFS technicians do not currently support browsers other than Netscape Navigator and Internet Explorer.

File transfers and file building via the PDFS can be performed by use of a browser. You can also use other FTP software to upload your files. Before you can perform file transfers on the PDFS, you must have *one* of the following components available on your system:

- **Browser**
Netscape Navigator version 3.0+ or Internet Explorer 3.02+. Other browsers may work, but will not be supported by the PDFS technicians at this time.
- **FTP Client Software**
Windows 95+ includes Microsoft FTP software. If you are using FTP software other than Microsoft, you must refer to your FTP software documentation for correct FTP procedures. See the section titled "Using Other FTP Software."

NOTE: Although the PDFS is designed to be multi-platform, the PDFS technicians will only be equipped to support Windows 9x and Windows NT environments. In addition, the PDFS technicians will only be able to support Netscape Navigator version 3.0 or higher and Internet Explorer version 3.02 or higher browsers.

Production Cycle

Production Cycles run twice a day. Prescription Drug Events submitted via the PDFS must be completely transmitted by 3:00am ET for the first production cycle and 1:00pm ET for the second production cycle.

Testing Requirements

Submitter testing and certification are required to ensure the flow of data from the Submitter to the PDFS works properly. Testing and certification also ensures the data submitted is valid and formatted correctly. When you are ready to send your test **and/or certification data** please contact the CSSC Operations at (877) 534-2772 to notify them of your intended submission(s). Test and certification data will be processed at CMS and reports will be available the next day. By calling the CSSC Operations prior to transmission of **your first production or test file**, a CSSC representative will be able to give you information on how to properly submit a test, certification and/or production file.

Connecting to the PDFS

To establish an IP connection with the PDFS, you must be connected to the Medicare Data Communications Network (MDCN), which is provided by AT&T Global Network Services. The MDCN is the secure network linking the PDE data processing entities. If you are not connected to the MDCN, please contact AT&T at 1-800-905-2069.

All submitters with IP network access have been authorized to connect to the PDFS.

In order to submit claims to the PDFS via the MDCN, you must be enrolled with the CSSC. If you are not enrolled, please contact the CSSC Operations at (877) 534-2772. Once enrolled with the CSSC to submit and retrieve data electronically, you will receive a Submitter ID and a password.

NOTE: This password is case sensitive. You must enter your original password exactly as it was assigned to you by the CSSC. See the Changing Passwords section for information on how to change your password.

Connecting to the MDCN

1. Refer to your MDCN instructions for dialing into the MDCN.
2. Once you have dialed in to the MDCN, start your browser. At the Uniform Resource Locator (URL) or address field, type: <https://32.77.242.4/pdfs>, as shown in Figure 1, and press **ENTER**. See the figure below for locating the PDFS site using Internet Explorer.

NOTE: If you type <http://32.77.242.4/pdfs> in the URL you will automatically be forwarded to the Secure Sockets Layer (SSL) version of the site.

Locating the PDFS

Enter the address of the PDFS into the browsers location or address bar and press the Enter key.



Figure 1 Entering the PDFS URL.

Secure Sockets Layer Certificate – Internet Explorer 6

The PDFS now operates on the Secure Sockets Layer (SSL). Please follow the instructions detailed in the next section to verify and accept the Security Certificate. If you choose not to accept the certificate you will not be permitted to use the site.

Security Alert – Internet Explorer 6

When you first attempt to enter the site you may be prompted with a security warning like the one in Figure 2. This warning appears because the Secure Certificate used is issued by Palmetto GBA which is not a standard Certificate Signing Authority (CSA) shipped with web browsers. Depending on your system authority level and the web browser in use you can accept Palmetto GBA as a valid CSA and thus you will not be prompted with the security warning again.

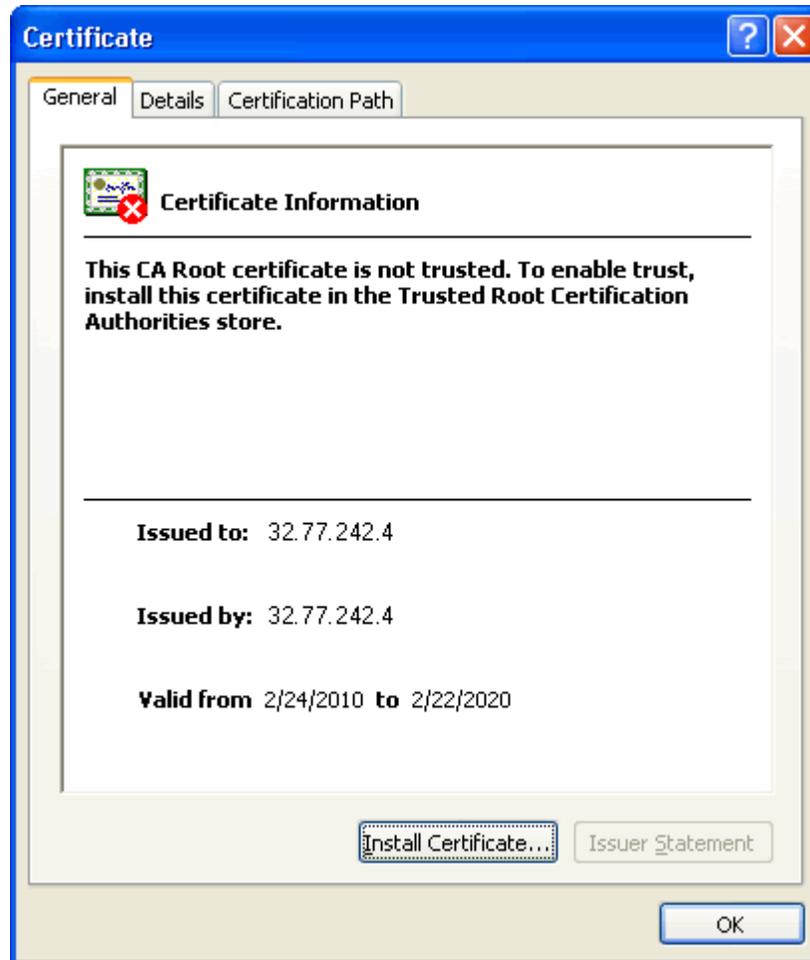


Figure 2. SSL Security Warning using Internet Explorer 6

Verifying and Accepting the Security Certificate – Internet Explorer 6

In the Security Alert dialog box you can simply click **Yes** to accept the certificate which will then forward you to the PDFS and you will be using the HTTPS protocol for all activity on the site.

To verify the certificate is indeed from Palmetto GBA you can click on **View Certificate** which will display the dialog box in Figure 3.



Click on the **Details** tab and then click on the **Subject** line. The information displayed should be similar to the information in Figure 4.

Figure 3. View Certificate using Internet Explorer 6

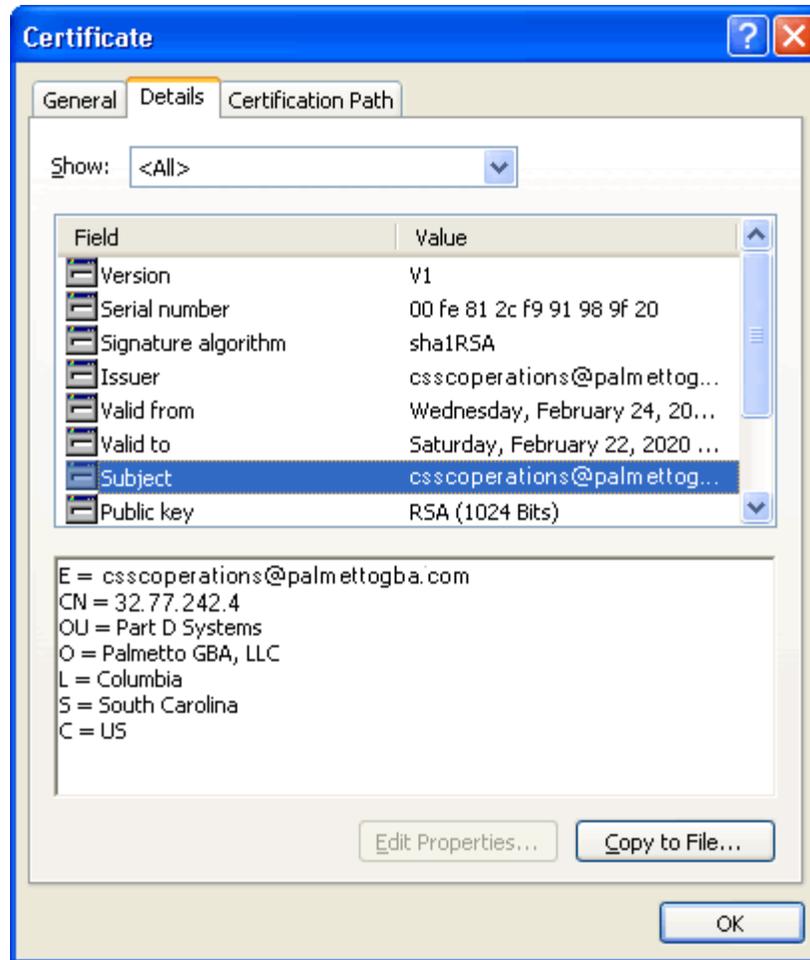


Figure 4. Certificate Details using Internet Explorer 6

Once you have verified that the information is correct, click **OK** and you will then be forwarded to the SSL version of the PDFS which operates on the HTTPS protocol for all activity.

If you do not or choose not to install Palmetto GBA as a valid Certificate Signing Authority you will be prompted to accept the certificate each time you first access the PDFS. Once you close your browser session with the PDFS you will be prompted to accept the certificate upon reentry.

There are two ways to verify that you are in the SSL version of the site.

1. Check the URL in the address bar and ensure it starts with https://
2. Check for the “lock” which also indicates you are in the SSL version of the site. The location and style of this “lock” varies depending on the browser in use. Below in Figure 5 is the “lock” as seen in Internet Explorer. If you roll your mouse over the lock it should display the popup seen in the image below.

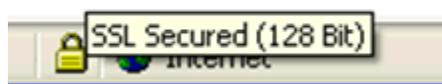


Figure 5. Internet Explorer SSL Lock using Internet Explorer 6

Secure Sockets Layer Certificate – Internet Explorer 8

The PDFS now operates on the Secure Sockets Layer (SSL). Please follow the instructions detailed in the next section to verify and accept the Security Certificate. If you choose not to accept the certificate you will not be permitted to use the site.

Security Alert – Internet Explorer 8

When you first attempt to enter the site you may be prompted with a security warning like the one in Figure 6. This warning appears because the Secure Certificate used is issued by Palmetto GBA which is not a standard Certificate Signing Authority (CSA) shipped with web browsers. Depending on your system authority level and the web browser in use you can accept Palmetto GBA as a valid CSA and thus you will not be prompted with the security warning again.

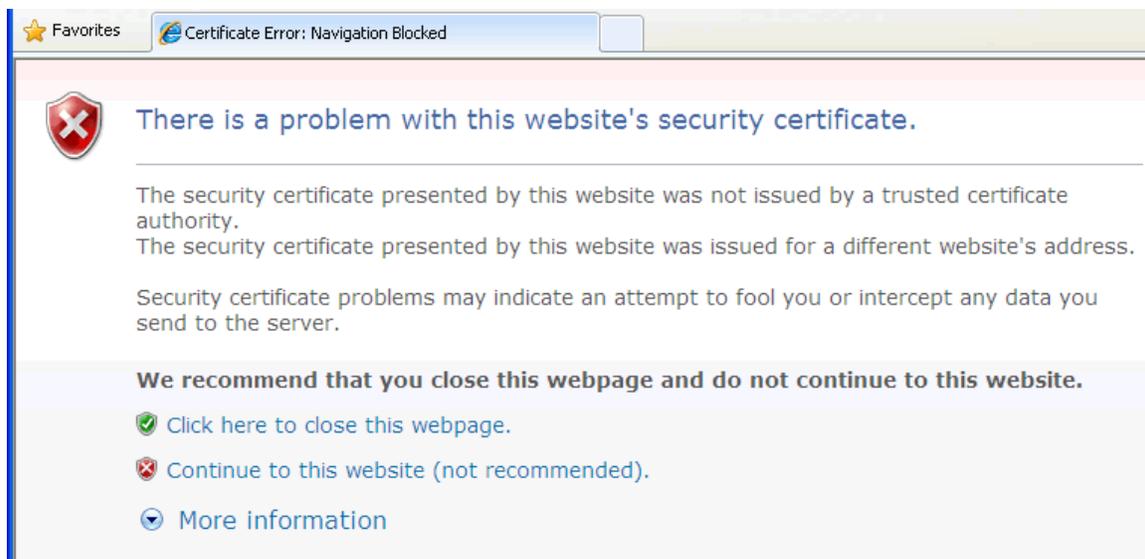


Figure 6. SSL Security Warning using Internet Explorer 8

After choosing to continue to the site you will see the PDFS site appear and a Certificate Error indicated next to the address bar as shown in Figure 7.



Figure 7. SSL Certificate Error using Internet Explorer 8

Verifying and Accepting the Security Certificate – Internet Explorer 8

Please follow the instructions detailed in the next section to verify and accept the Security Certificate

Click on the **Certificate Error** to display the certificate warnings box as shown in Figure 8.

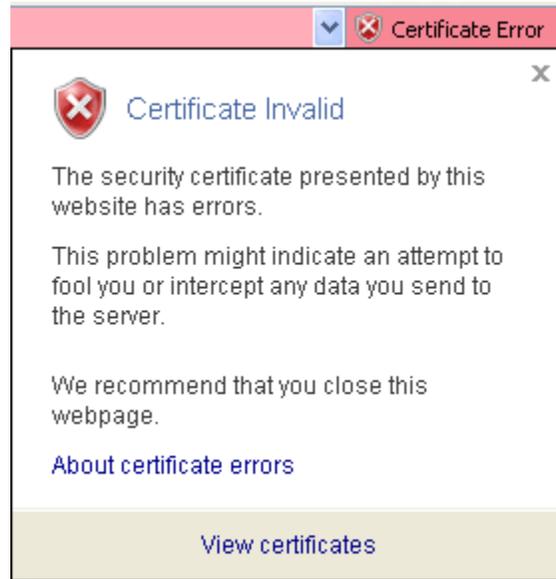
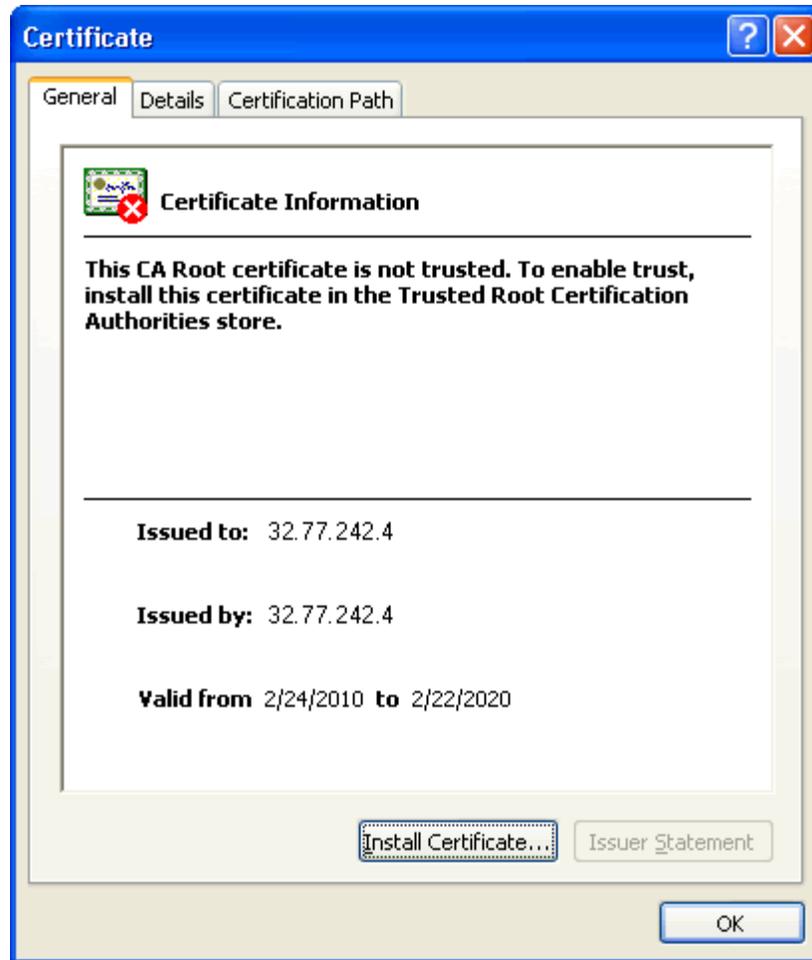


Figure 8. SSL Certificate Error Messages using Internet Explorer 8

To verify the certificate is indeed from Palmetto GBA you can click on **View Certificates** which will display the dialog box in Figure 9.



Click on the **Details** tab and then click on the **Subject** line. The information displayed should be similar to the information in Figure 10.

Figure 9. View Certificate using Internet Explorer 8

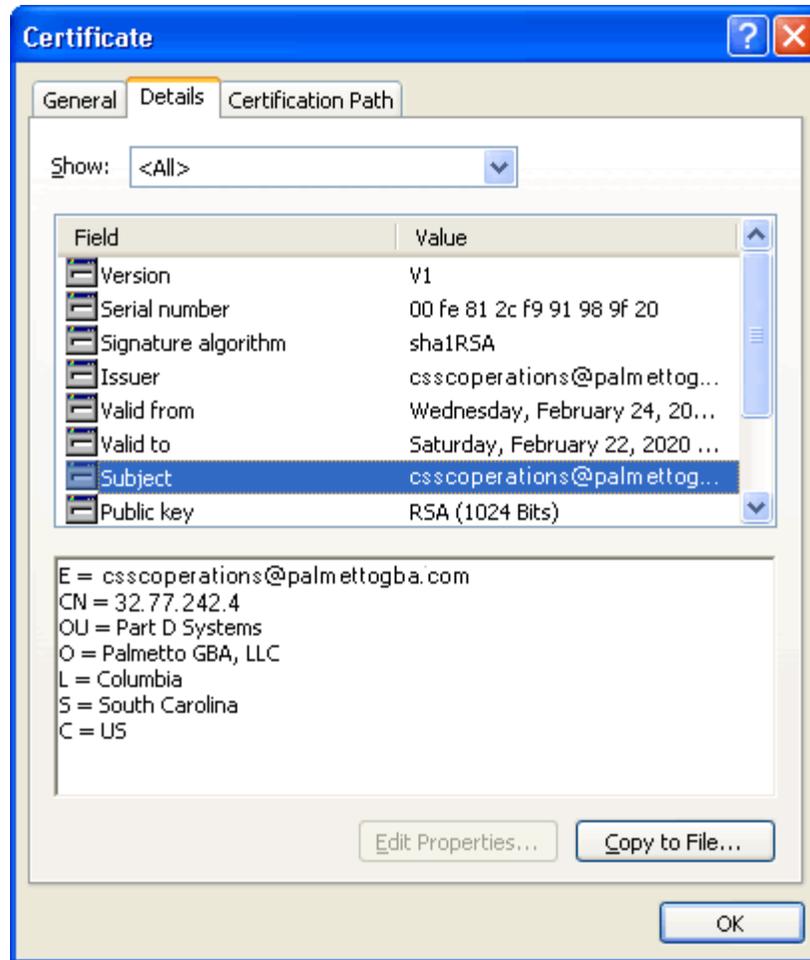


Figure 10. Certificate Details using Internet Explorer 8

Once you have verified that the information is correct, click **OK**.

If you do not or choose not to install Palmetto GBA as a valid Certificate Signing Authority you will be prompted to accept the certificate each time you first access the PDFS. Once you close your browser session with the PDFS you will be prompted to accept the certificate upon reentry.

Site Layout

The PDFS site is constructed so that there is a common Site Header, Site Menu, Left Sidebar and Footer shared by each page of the site. The Login Page shown in Figure 11 shows the entire site with the header, menu, left column and footer, the remaining screen shots will not include these common items, please refer back to this section for information on the shared portions of the PDFS site.

Site Header

The site Header contains the site logo, search and links to the contact, site map and accessibility sections of the site.

Site Menu

The site Menu contains links to all of the major sections for the PDFS.

Left Sidebar

The left Sidebar contains your welcome message along with a link to log in or out of the PDFS. Also contained within this section is the Get Assistance menu where you can find help, documentation, contact information, etc. that will assist you has you use the PDFS.

Site Footer

The site Footer contains the same links as the Site Header and Site Menu along with logos for CMS and Palmetto GBA.

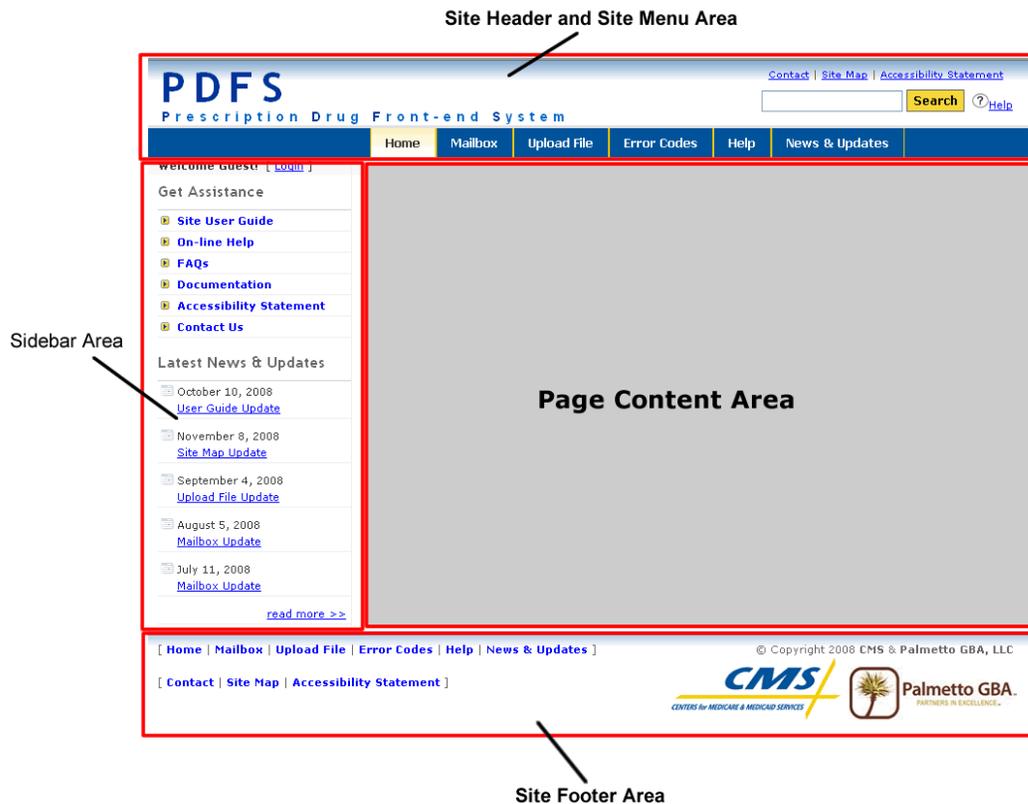


Figure 11 Site Layout

Login Page

Once you establish an IP connection, you will see the Login Page for the PDFS, shown in Figure 12. This will server as your Home page if you are not logged into the system.

Welcome to the Prescription Drug Front-end System [PDFS] web site!

You must be a registered user to use this site.

If you require access to this site, please contact the [Customer Service and Support Center \(CSSC\)](#).

Registered Users Please Log In

User Name

Password

Login

** Forgot your password? Contact the [CSSC](#).

As a registered user you can...

- Retrieve reports from your mailbox
- Upload PDE files for processing
- Search the Error Code database
- Retrieve PDFS and PDE related information

Figure 12 Login Page

Logging into the PDFS

To access most of the pages on the PDFS you must log in using the user name and password assigned to you. You will be prompted for your **User Name** and **Password** as shown in Figure 12. This is the Submitter ID and password assigned to you when you enrolled for electronic claims submission with the CSSC.

Menu and Home Page

After you enter a valid username and password, you will see the page in Figure 13. You can choose to go to any of the file actions from this menu. You can go back and forth between these functions by using the menu bar or the links at the bottom of the site. This page also serves as your Home page once you have logged into the PDFS. By selecting the **Home** menu option, or pressing ALT + H then ENTER, you will be returned to this page

Welcome to the Prescription Drug Front-end System [PDFS] web site!

[? Get Help On This Section](#)

Some of the main features of the PDFS site are...

- [Upload](#) PDE files for processing
- [Download](#) reports from your mailbox
- [Search](#) the Error Code database
- [Retrieve](#) PDFS and PDE related information

If you require assistance using this site, try the following...

- [Access](#) the PDFS online Help
- [Read](#) the PDFS User Guide
- [Contact](#) the Customer Service and Support Center (CSSC)

Figure 13. Menu and Home Page.

News & Updates Page

The **News & Updates** page can be reached by clicking News & Updates menu item or by clicking the [read more >>](#) link in the sidebar area under Latest News or by pressing ALT + N then ENTER. The News & Updates page is shown in Figure 14. This page is used to post new information that pertains to the PDFS.

News and Updates

Please look here periodically for important information regarding submission of Prescription Drug Front-end System data. Notification of changes in requirements will be detailed here as the information becomes available.

March 25, 2009	Site Wide Update
The site has gone through an extensive update, some of the updates are highlighted below. For more information and instructions please check out the updated User Guide .	

Figure 14. News and Updates page.

Mailbox

Clicking the Mailbox menu button from the main menu bar will display the page shown in Figure 15. The files available are those contained in your mailbox directory on our system. The **Size** is the size of the file in bytes; the **Date** is the date the file was placed in your mailbox.

Mailbox Listing

[? Get Help On This Section](#)

Your mailbox contains responses and reports for files you have submitted to the PDFS. You can download the files to your machine, view the files on-line and delete files that you no longer need.

[Latest Downloads](#) - retrieves the last list of files you downloaded

[Latest Views](#) - retrieves the last list of files you viewed

Filter Directory List

By Date By File Type

Mailbox Directory List

** Select multiple files by holding the **Ctrl** key while selecting.
 ** Select a range by holding the **Shift** key while selecting.

RSP07766	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:22
RSP07763	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:22
RSP07762	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:22
RSP07778	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07776	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07774	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07772	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07770	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07768	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:23
RSP07788	RSP.PDFS_RESP	Size: 738	Dated: Mar 26 02:24

Figure 15. Mailbox Page.

The files in your directory list ordered by the date from oldest to newest with the oldest files being on top of the list.

Filtering Your Mailbox Listing

You can filter your directory list by choosing either the Date, File Type or both using the Filter Directory List function on the Mailbox page. In the example below, shown in Figure 16, a filter was applied to show only the PDFS Response Files dated March 26th.

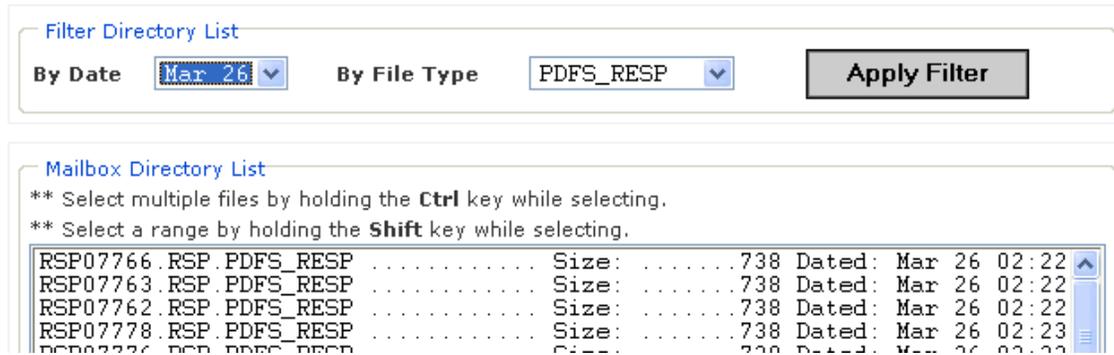


Figure 16. Applying a Mailbox Filter.

In the example below, shown in Figure 17, the mailbox listing was reset to show all of the files by setting both the Date and File Type drop down lists to “All” and clicking the Apply Filter button.

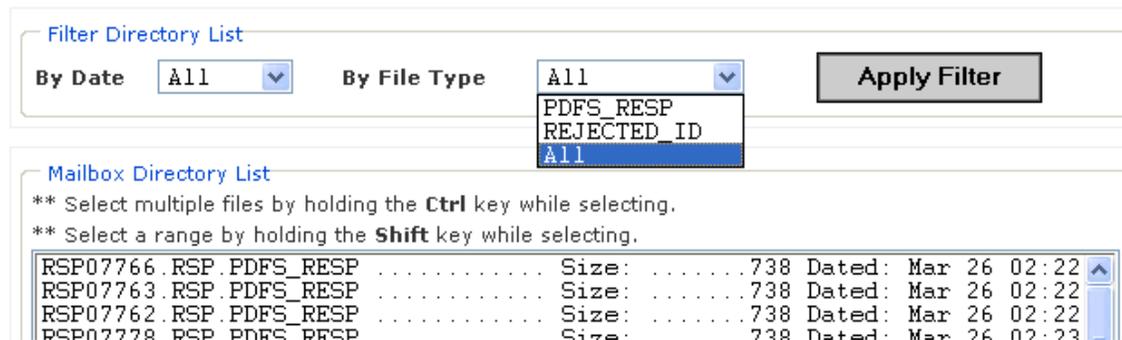


Figure 17. Removing the Mailbox Filter.

Downloading Files From Your Mailbox

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

1. Select up to 5 files from the list of available files.
2. Click the left mouse button once to select the file, use the CTRL and SHIFT keys to select multiple files.
3. Click the **Download** button.

Once your selected files are ready for downloading you will receive the page shown in Figure 18.

You can save the file with the same name as the file you are downloading, or, if you wish, you can rename the file to something else when downloading it to your computer; simply type the file name you want in the **File name** text box.

Download Files

[? Get Help On This Section](#)

Notes:

- The latest set of files downloaded will be removed from the system at midnight.
- Compressed files will have a **.zip** extension so that your zip program will recognize the file.

How to download the file(s):

- **Right** click on the link and choose to save the file on your computer.

File Name	Downloaded On	Size in Bytes
RSP07766_RSP_PDFS_RESP.txt	March 26, 2009	738
RSP07763_RSP_PDFS_RESP.txt	March 26, 2009	738
RSP07762_RSP_PDFS_RESP.txt	March 26, 2009	738
RSP07778_RSP_PDFS_RESP.txt	March 26, 2009	738
RSP07776_RSP_PDFS_RESP.txt	March 26, 2009	738

You can return to this list by clicking the **Latest Downloads** link on the mailbox directory page.

[Back To My Mailbox](#)

If you have problems with the download, please contact the [CSSC](#).

Figure 18. Downloading Files.

Downloading Files to Your Computer

The page in Figure 18 lists the files you chose to download. To begin a download, right click on the filename and choose "Save as..." or whatever menu item that allows you to save the file onto your computer. Also note that the size of the file is displayed next to each link and those large files will take a long time to download. You can select to download one file at a time, or you can select each file to download simultaneously.

You will notice that the file names you chose have been modified to replace all period separators with underscores and to add a file extension. Compressed (zipped) files will receive a **.zip** extension; all other files will receive a **.txt** extension. This is done to eliminate the need to rename zipped files so they are recognized as such by your compression software.

NOTE: Left clicking on the file may cause your browser to attempt to display the file. This is why we recommend the right click method.

Returning to the Latest Downloads

You can return to the latest list of downloads by clicking the Latest Downloads link from the My Mailbox page. This will display the page in Figure 18 just as it appeared when you first chose this set of files to download.

Deleting Files From Your Mailbox

To delete files from your PDFS mailbox, follow these instructions

1. Place the mouse pointer over the file you wish to delete (use the down arrow to display the list if your file does not appear in the box).
2. Click the left mouse button once to select the file.
3. Click the **Delete** button to bring up the confirmation page in Figure 19.
4. Select **Delete File(s)** to delete the file or **Cancel** to cancel the delete.

NOTE: If you click the **Delete File(s)** button, the file will be permanently deleted from your PDFS mailbox.

File Delete Confirmation Box

Click **Delete File(s)** button to delete the file, or **Cancel** to cancel the deletion.

Delete File Confirmation

[? Get Help On This Section](#)

How to delete the file(s)

- Click on the **Delete File(s)** link to delete the file from your mailbox.
- You will be returned to your mailbox listing after the file(s) are deleted.

How to cancel the delete

- Click on the **Cancel** link to cancel the delete process and return to your mailbox listing.

File Name	Dated/Time Created	Size in Bytes
RSP07766.RSP.PDFS_RESP	Mar 26 02:22	738
RSP07763.RSP.PDFS_RESP	Mar 26 02:22	738
RSP07762.RSP.PDFS_RESP	Mar 26 02:22	738
RSP07778.RSP.PDFS_RESP	Mar 26 02:23	738
RSP07776.RSP.PDFS_RESP	Mar 26 02:23	738

Delete File(s)
Cancel

Figure 19. Mailbox File Delete Confirmation.

Viewing Files in Your PDFS Mailbox

To view files in your PDFS mailbox, follow these instructions

1. Select up to 5 files from the list of available files.
2. Click the left mouse button once to select the file, use the CTRL and SHIFT keys to select multiple files.
3. Click the **View** button.

NOTE: Large files will take a short while to display.

Viewing The Selected Files

The page in Figure 20 lists the files you chose to view. To view a file, click on the View File link next to the filename. Once the file is retrieved for viewing you will receive the page shown in Figure 21. Also note that the size of the file is displayed next to filename and large files will take a long time to display.

View Files

[? Get Help On This Section](#)

Notes:

- The latest set of files downloaded will be removed from the system at midnight.

How to view the file(s):

- **Left** click on the file name.

File Name	Downloaded On	Size in Bytes
RSP07766_RSP_PDFS_RESP	March 26, 2009	738
RSP07763_RSP_PDFS_RESP	March 26, 2009	738
RSP07762_RSP_PDFS_RESP	March 26, 2009	738

You can return to this list by clicking the **Latest Views** link on the mailbox directory page.

[Back To My Mailbox](#)

If you have problems with the viewing the file, please contact the [CSSC](#).

Figure 20. Mailbox View File List.

Viewing a File

This page will display the contents of the file selected. Click the back button to go back to your file list.

[Back To Mailbox](#)
[Back To Viewed Files](#)

Contents of file: RSP07766_RSP_PDFS_RESP

```

REPORT: PDFS-RESP          PRESCRIPTION DRUG FRONT END SYSTEM
RUN DATE: 20090326        PDFS RESPONSE REPORT
SUBMITTER ID: SH9999
FILE ID: PDFSCONN01      REJECTED TEST

RECORD  SEQ      ERROR
TYPE    NO       CODE   ERROR DESCRIPTION
HDR    0000001  132   DUPLICATE FILE ID IN LAST 12 MONTHS
END OF REPORT
  
```

[Top](#)

Figure 21. Viewing a File.

Returning to the Latest List of Files Viewed

You can return to the latest list of files you chose to view by clicking the Latest Views link from the My Mailbox page. This will display the page in Figure 20 just as it appeared when you first chose this set of files to view.

Upload File

Clicking the Upload File menu item from the main menu bar, by clicking ALT + U then ENTER, or from the bottom of any page will display the page shown in Figure 22.

Upload Restrictions

- The file size limit is 75 megabytes via the web site; it is unlimited via command line FTP. This is considered a very large file and all files transmitted via the web site should be zipped. If you have problems transmitting the file try using the command line method.
- You can only upload one physical file at a time.

Upload Tips

- It is recommended that you compress (zip) all files prior to uploading via the web site.
- Large files can take a long time to upload and this time is dependent on your connection speed.
- Although the site can handle files up to 75 megabytes, it is recommended that large files are zipped and uploaded using the command line method.

What constitutes a large file? This can be anywhere from 5 to 75 megabytes. If you have trouble uploading a large file or your connection times out, then you should use command line FTP. As stated before the file upload time is dependent on your connection speed, low connection speed = long upload time with possible time outs.

Upload File Storage on Our System

Your file is kept on our system for approximately 17 days. How many files are kept depends on how many files are uploaded within a 17-day window, after 17 days an uploaded file will be removed from our system permanently. The file is not stored in your directory when uploaded. The file is kept in the system queue directory for approximately 3 days then it is moved to the archive directory where it is kept for approximately 14 days.

Follow the steps on the next few pages to select your file on your system and upload it to the PDFS.

1. Click the **Browse** button to select a file to transfer.

Prescription Drug Event Submission - Upload File

[? Get Help On This Section](#)

If you experience problems transmitting a file using this web site, please try to transmit your file using [command line FTP](#). Instructions are found in the [PDFS User Guide](#).

TIP FOR LARGE FILES: We recommend that large files be transferred using [command line FTP](#).

Please Note:

Transfer times are dependent on your connection speed and the size of your file. You may time out if you have a very slow connection and/or your file is very large.

To submit a Prescription Drug Event File:

Step 1 - Select your file

Choose your file by pressing the **Browse** button, or typing in the full path to your file.

NOTE: Please enter the entire path and file name (example: if your file is named 'mytransfer.txt' in the directory 'myfiles' on the 'C:' drive, enter c:\myfiles\mytransfer.txt).

Step 2 - Upload your file

Click the **Upload File** button to upload your file.

Figure 22 File Upload Page

2. Use the File Upload window, as shown in Figure 23, to navigate to the file you wish to upload. You can click on the file you wish to upload, press the Open button, and close the File Upload window, or double-click the file and the file will be selected and the window will close automatically.

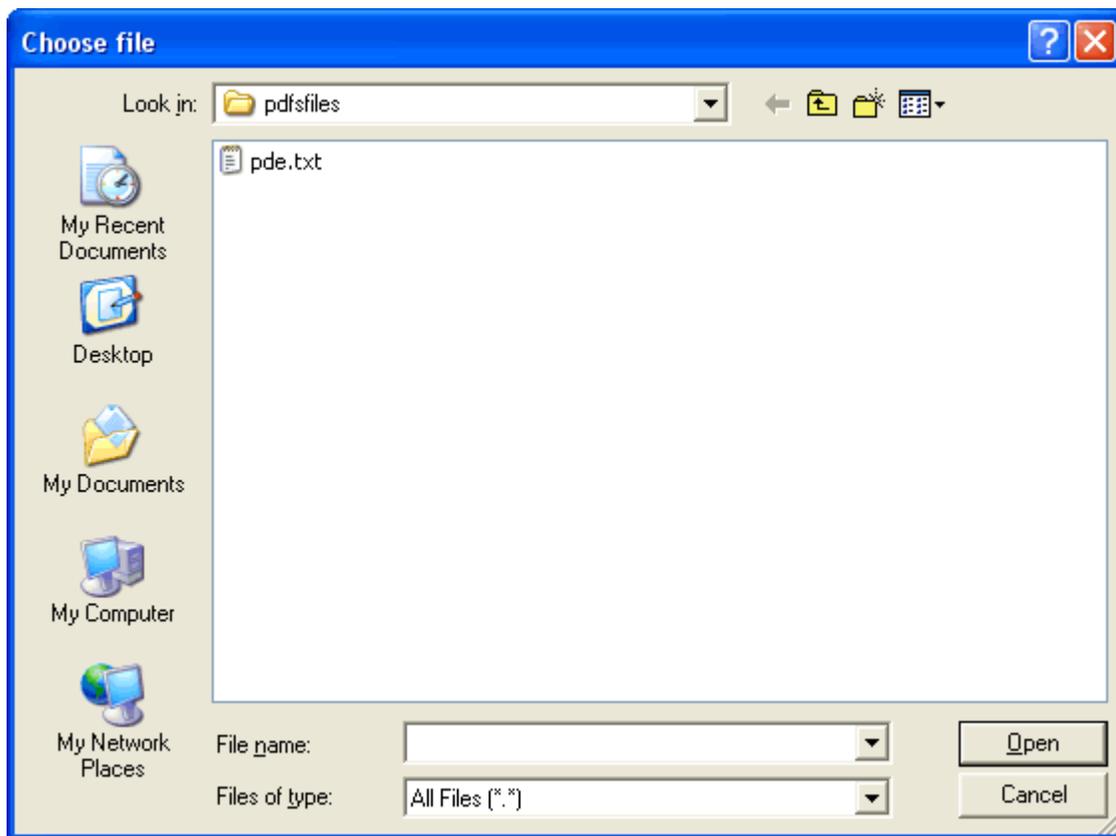


Figure 23 File Selection Dialog Box

3. Once you return to the window in Figure 22, the file you selected should appear in the text box next to the Browse button. If the file is correct press the **Upload File** button to transmit the file. The window shown in Figure 24 will appear after a successful upload. If the upload is not successful, you will receive a window which will display a short reason for the error, and some information on why the error may have occurred.

Prescription Drug Event Submission - File Upload Complete

[? Get Help On This Section](#)

File **pde.txt** transmission completed.

Bytes transferred:	2593644
Time to transfer:	00:00:02

Your response file will be available shortly.

You can check for your response in your [Mailbox](#).

Upload Another File

If you do not receive a response within an hour from your completed transmission, please contact the [CSSC](#).

Figure 24. Successful File Transfer

Error Code Lookup Page

The **Error Codes** menu option will take you to the window shown in Figure 25. Here, searches can be performed to look up a description for a particular Error Code for Prescription Drug Events.

Performing a Search

To perform an Error Code search enter the Error Code into the text box then click the search button.

Error Code Search

[? Get Help On This Section](#)



The screenshot shows a web form titled "Error Code Search". It contains a text input field labeled "Code" with the value "701" entered. Below the input field is a yellow button with the text "Search".

Figure 25 Error Code Search Page

Search Results

When a successful search is performed, the window shown in Figure 26 will appear, showing a table with the code you searched on and the description that was found.

Error Code Search Results

[? Get Help On This Section](#)

Code	<input type="text" value="701"/>
Description	The DOB provided does not match the DOB on MBD. 
Suggestions	

New Search

Figure 26 Successful Error Code Search

Help Page

The **Help** menu option will take you to the window shown in Figure 27. From here you can access various help topics for the PDFS.

Help

Please Choose a Help Topic

- [Overview of the PDFS](#)
- [Requirements for Using the PDFS](#)
- [Connecting to the PDFS](#)
- [Testing](#)
- [Production Cycles](#)
- [Transferring Files](#)
- [Searching for an Error Code Description](#)
- [Exiting the PDFS](#)

For more detailed information please check out the User Guide - [HTML](#) | [MS Word](#)

Figure 27 Help Page

Frequently Asked Questions Page

The **FAQs** menu option will take you to the window in the Figure 28. From this page you can access the frequently asked questions pertaining to the PDFS.

Frequently Asked Questions

Please Choose a FAQ Section

[General FAQs](#)

[File Transfer FAQs](#)

[General PDFS Related FAQs](#)

For more detailed information please check out the User Guide - [HTML](#) | [MS Word](#)

Figure 28 Frequently Asked Questions Page

Documentation Page

The **Documentation** menu option will take you to the window shown in Figure 29. This page is for documents pertaining to the PDFS such as this user guide. There will be updates to this page from time to time and will be documented on the News & Updates page.

Documentation

PDFS DOCUMENTATION

Click HTML next to the document to view it in HTML format. Some documents are also available in Microsoft Word and PDF formats. If you do not have Microsoft Word and/or a PDF viewer available you can download the free ones below:

FREE VIEWERS

 [Microsoft Word Viewer](#) (12 Mb)
  [Microsoft Excel Viewer](#) (10 Mb)
  [Adobe PDF Reader](#) (1.2 Mb)

PDFS Reports and Documents

Report / Document	Available Format
PDFS User Guide	HTML  MS Word 
PDFS Record Layout	PDF 
DDPS Error Code Listing	MS Excel 
PDFS Error Code Listing	HTML 
PDE Error Code Lookup	Search Page 
PDFS Naming Conventions	HTML 
PDFS Response Copybook	HTML 

Figure 29 Documents Page.

Site Accessibility Information

The **Accessibility Statement** menu option will take you to the window shown in Figure 30. From here you can access information on how this site conforms to Section 508 Accessibility Guidelines.

Accessibility Statement

If you have any questions or comments about the accessibility of this site, feel free to contact the [Customer Service and Support Center \(CSSC\)](#).

Access keys

Most browsers support jumping to specific links by typing keys defined on the web site. On Windows, you can press ALT + an access key; on Macintosh, you can press Control + an access key.

The home page and all other pages define the following access keys:

- Access key 0 - Accessibility statement
- Access key 1 or H - Home page
- Access key 2 - Skip to page content
- Access key 3 - Site Map page
- Access key 4 - Search box
- Access key 9 - Contact Us page
- Access key F - Frequently Asked Questions (FAQ) page
- Access key L - Login and Logout pages
- Access key M - Mailbox page
- Access key U - File Upload page
- Access key E - Error Code Lookup page
- Access key N - News page
- Access key Y - Documentation

Visual design

1. This site uses cascading style sheets for visual layout.
2. This site uses only relative font sizes, compatible with the user-specified "text size" option in visual browsers.
3. If your browser or browsing device does not support stylesheets at all, the content of each page is still readable.

Navigation aids

1. All pages on this site include a consistent set of global navigation links.
2. All pages on this site include a search box (access key 4).

Links

1. Many links have title attributes which describe the link in greater detail, unless the text of the link already fully describes the target.
2. Wherever possible, links are written to make sense out of context. Many browsers (such as JAWS, Home Page Reader, Lynx, and Opera) can extract the list of links on a page and allow the user to browse the list, separately from the page.
3. Link text is never duplicated; two links with the same link text always point to the same address.
4. There are no "javascript:" pseudo-links. All links can be followed in any browser, even if scripting is turned off.
5. There are no links that open new windows without warning.

Images

1. All content images used on this site include descriptive ALT attributes. Purely decorative graphics include empty ALT attributes.

For more information please check out the User Guide - [HTML](#) | [MS Word](#)

Figure 30. Accessibility Statement.

Contact Info Page

The **Contact Information** menu option will take you to the window shown in Figure 31. From here you can access the contact information for the CSSC Help Desk.

Contact Information

Phone Number

CSSC Help Desk (877) 534-CSSC (2772)

FAX Number

(803) 935-0171

Mailing Address

Palmetto GBA
CSSC Operations - AG-570
P.O. Box 100275
Columbia, SC 29202-3275

Express Mailing Address

Palmetto GBA
CSSC Operations - AG-570
2300 Springdale Drive, Bldg. One
Camden, SC 29020

Figure 31 Contact Info Page

Site Map Page

The **Site Map** menu option will take you to the page shown in Figure 32. This page contains a list of links to all of the pages available on the PDFS web site. You can use the menu at the top of the page to jump to the sections of the PDFS, or simply scroll down to browse through all the pages of the PDFS.

Site Map

- [Home](#)
- [Mailbox](#)
- [Upload File](#)
- [Error Codes](#)
- [Help](#)
 - [Overview of the PDFS](#)
 - [Requirements for Using the PDFS](#)
 - [Connecting to the PDFS](#)
 - [Testing](#)
 - [Production Cycles](#)
 - [File Transfer Help](#)
 - [Netscape Navigator® 3.0 or higher](#)
 - [Microsoft Internet Explorer® 5.0 or higher](#)
 - [Standard Microsoft® FTP software](#)
 - [Other FTP software](#)
 - [Appendix A](#)
 - [Helpful Hints and FAQs for Transferring Files](#)
 - [Searching for an Error Code Description](#)
 - [Exiting the PDFS](#)
- [FAQs](#)
 - [General Web Site Related FAQs](#)
 - [FAQs for Transferring Files](#)
 - [General PDE Related FAQs](#)
- [Contact Information](#)

Figure 32 Site Map Page

Searching The PDFS Site

The Search page allows you to search the PDFS using keywords.

Performing a Search

To search the PDFS, type a keyword(s) in the search box, as shown in Figure 33, and press the Search button. If the search is successful, a page will be returned with links to the pages that contain the keyword(s) you typed in, as shown in Figure 34. Otherwise a page will be returned informing you that no pages were found matching your search criteria.



Figure 33 Searching the Site

Search Results

This is the window that will appear for a successful search, click on the link to go to any of the pages that match your search criteria.

Search Results

[? Get Help On This Section](#)

10 page(s) found using keywords: ftp

1. FTP Using MS Explorer	Performing file transactions using Microsoft Internet Explorer
2. FTP Helpful Hints	Helpful hints for performing file transactions
3. Microsoft FTP	Performing file transactions using Microsoft FTP
4. FTP Using Netscape Navigator	Performing file transactions using Netscape Navigator
5. Other FTP Software	Performing file transactions using other types of FTP software
6. File Transfer FAQs	File Transfer Frequently Asked Questions
7. File Transfer Help	File Transfer Help
8. File Upload Page	PDFS file upload page (requires login)
9. FTP Appendix A	Appendix A for help on FTP
10. FTP Using MS Explorer	Performing file transactions using Microsoft Internet Explorer

Figure 34 Search Found Page

File Transfer Using Microsoft FTP Software

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

Passwords

The CSSC assigns you a Submitter ID and an original password. If you forget your original, CSSC assigned, password or if your password becomes compromised, you must call the CSSC Operations at (877) 534-2772.

NOTE: If you change your password and then forget your new password, there will be a delay while the CSSC resets or reassigns your password.

Logging-On to the FTP Server

To connect to the PDFS using Microsoft FTP, follow these instructions, see Figure 35:

1. Refer to your MDCN dial in instructions.
2. At the DOS prompt, you need to launch the FTP software. Type <FTP> at the DOS prompt and press <ENTER>. If you want to turn off Interactive Logging so you will not be asked for individual file confirmation when transferring multiple files, use the '-i' option.
Example: ftp -i
3. At this point, you must open the server connection. Type the following at the **ftp>** prompt and press <ENTER>:
ftp> open [32.77.242.3](#) 2021
4. A connection message will display, along with a prompt to enter your User Name and Password. Type your User Name and press <ENTER>. Type your password and press <ENTER>. This is the Submitter Id and password assigned to you when you enrolled for electronic claims submission with the CSSC. You may change your password.

NOTE: This user name and password are both case sensitive. You must enter the user name and password exactly as they were assigned to you by the CSSC. After you enter the password at least once, you may change the password. If you do change the password, be sure to remember it because the CSSC will not have a record of it.

```
c:\windows> ftp
ftp> open 32.77.242.3 2021
Connected to 32.77.242.3
220 A70Atedi2 FXF FTP ... server ready
User (ftp. 32.77.242.3: (none)): SH9999
User name okay, need password.
Password:
```

Figure 35 Login Command Sequence.

5. Once you have successfully entered the required user name and password, a welcome message will display. You now need to set your mode to “binary” to allow for zipped files. Type the following command at the **ftp>** prompt:
ftp> binary
6. A “Type Set to I” message will appear, indicating that you may receive and send binary files. You are now logged on to the PDFS FTP server and ready to perform data transfers.

PDE data Upload Using Microsoft FTP

Perform the following sample steps to place claim files in your upload directory:

1. See the above section titled “Logging-On to the FTP Server” to establish an FTP session.
2. At the ftp> prompt, type the “**put**” command to upload the file and press <ENTER>.
ftp> **put YOURFILENAME CUSTOMER_UPLD!FTP <enter>**
3. Once you press <ENTER>, the FTP software will transfer the file(s). A “File transfer is complete” message will appear indicating successful transfer of each file. You will return to the ftp> prompt when the transfer operation is complete. *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 data Download Using Microsoft FTP

To download remittances, reports and other files, follow these sample steps:

1. See the above section titled “Logging-On to the FTP Server” to establish an FTP session.
2. Type the following commands and press <ENTER> to change to the download directory on the server:
ftp> cd .. <enter>
ftp> cd outbound <enter>
3. You will see a “CWD command successful” message, which indicates that your current directory has changed.
4. To display all files available for download, type the following command press <ENTER>.
ftp> ls

Downloading a Single File

1. Type the following command and press <ENTER>.
ftp> get FILENAME
2. The FILENAME you wish to receive must match the file name in the outbound directory exactly (wild cards "*" will be accepted only if "glob" is on). If you do not delete the files after successfully downloading them, they 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 your remote files type **mget *** at the **ftp>** prompt and press <ENTER>, see Figure 36.

```
ftp> cd outbound
250 CWD command successful.
ftp> ls
200 PORT command successful.
150 Opening data connection for ..
file1
file2
226 File transfer complete.
ftp> mget *
100 PORT command successful.
150 Opening BINARY mode data connection for ..
226 File transfer complete
```

Figure 36 Downloading Multiple Files.

2. Once you press <ENTER> the FTP software will transfer the file(s).
3. A "transfer is complete" message will appear indicating successful transfer of each file. You will be asked to confirm each file by pressing <ENTER>. You will return to the **ftp>** prompt when the transfer operation is complete. *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

To log-off and exit the FTP software, type the following command at the **ftp>** prompt and press <ENTER>.

```
ftp> bye
```

File Transfer Using Other FTP Software

If you will be using FTP software other than Microsoft FTP for Windows 95, you will need to follow these basic steps. Consult your FTP software documentation for detailed instructions for completing each step.

1. Refer to your MDCN dial in instructions.
2. Log-On to the FTP server (32.77.242.3) on port 2021 using your PDFS Submitter Id (User Id) and password as assigned to you by the CSSC.
3. Upload your claims.
4. Download your claims from the 32.77.242.3\outbound\ directory.
5. Log-Off the FTP server.

NOTE: The upload and download directories are specific to your PDFS Submitter Id (User Id). Each Submitter has a specific upload and download location on the server.

Helpful Hints

- Zip your upload files in a PK-ZIP 2.0 compatible format. This can diminish your upload time by as much as 90%.
- With PDE data files, do not use the same filename. This may cause problems with uploading as you may potentially overwrite files that may be 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.

Appendix A

To automate the FTP transfer, create a batch file to launch the FTP software with the following command line options. Example:

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 32.77.242.3 2021
```

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

```
binary
```

```
cd upload
```

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

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

```
cd \download
```

```
mget *
```

```
bye
```