Ohio Business Gateway – Bulk Filing

Bulk Filing Troubleshooting Reference

Version: Published

Contents

Overview

Bulk Filing Troubleshooting Reference lists all the common error encountered while testing. This document will help the Bulk Filers who are already into the testing phase and are getting errors while testing. Bulk Filers can refer to the common errors listed in this document and can resolve the error occurred while submitting a file and resend the correct file for success.

If the Bulk Filer is getting uncommon errors which are not listed in this document, they can refer the OBG Implementation Guide – Part B or can call the OBG Help Desk for more assistance.

Common Symptoms

OUTCOMES						
	File not accepted	**Transmission Error with no email**	**Transmission Error**	**OBG Internal Error**	**Submission Error**	**Submission Accepted**
ACK1 Email Received	No	No	Yes	Yes	Yes	Yes
ACK1 File Available	No	Yes	Yes	Yes	Yes	Yes
ACK1 File Accepted	-	No	No	Yes	Yes	Yes
ACK2 Email Received	-	-	-	No	Yes	Yes
ACK2 Submission Accepted	-	-	-	-	No	Yes
Description	Transmission was not processed by OBG because of an incorrect filename.	Transmission error occurred because system was unable to identify email address.	Transmission error was encountered.	An error may have occurred that interrupted processing.	The File was not processed because an error occurred in the submission of the transmission.	The File sent was processed and accepted by the OBG.
Troubleshooting	Please Resubmit Transmission with a file that conforms to the naming convention.	Please Correct the OBG username in the file, and resubmit the file with a new filename and new Transmission ID. If the issue persists, contact the OBG Help Desk.	Please Correct the errors identified in the ACK1 file, and resubmit the file with a new filename and new Transmission ID. If the issue persists, contact the OBG Help Desk.	Please Contact the OBG Help Desk.	Please Correct the errors identified in the ACK2 file, and submit only the rejected submissions in a new file with a new filename and new Transmission ID. If the issue persists, contact the OBG Help Desk.	N/A

Transmission Level Errors

Transmission ID already exists

Error ID/Category/Message	ID	Category	Message
	106	TRA	The TransmissionId provided exists in our db already. The same transmission cannot be submitted more than once.
Outcomes	Transmission Error		
Common Causes	- Resending the same file. - Always sending the same Transmission ID. - Resending a corrected file and forgetting to change the Transmission ID.		
Why this is an error	Transmission ID must be unique across all files that you submit. This value is used internally by OBG to track transmissions (files). Reused Transmission IDs are rejected.		
Suggested Resolution	Use a Transmission ID naming scheme which is always unique. Any unique naming scheme will work, one example is given below. Example: 20151015001. This naming scheme consists of date followed by a sequence number. The generic format would look like YYYYMMDDNNN. The Transmission ID will also be part of the file name. For details please refer to Implementation Guide – Part A		

ETIN not found

Error ID/Category/Message	ID	Category	Message
	111	TRA	The ETIN provided cannot be found in our database. Please check the number and resubmit.
Outcomes	• Transmission Error		
Common Causes	• ETIN is not setup in the system for your company.		
Why this is an error	ETIN provided must match the ETIN associated with the OBG account.		
Suggested Resolution	Verify that you have provided the correct ETIN in the file. If your company has been provided with a new ETIN from the IRS, please call the OBG Help Desk.		

Incorrect Process Type

Error ID/Category/Message	ID	Category	Message
	113	TRA	Process type must be either "P" (Production) or "T" (Test).
Outcomes	• Transmission Error		
Common Causes	• Process Type "P" was used in the Test environment. • Process Type "T" was used in the Production environment.		
Why this is an error	Process Type "T" must be used while dropping a file in the Test environment and Process Type "P" must be used while dropping a file in the Production environment.		
Suggested Resolution	Change the Process Type value to correspond to the correct environment.		

Submission Level Errors

Submission ID already exists

Error ID/Category/Message	ID	Category	Message
	226	SUB	Submission ID must be unique.
Outcomes	• Submission Error		
Common Causes	• Having more than one of the same Submission ID in a file.		
Why this is an error	Submission ID must be unique for each submission within a single Transmission. This number is used to track submissions within the files. Reused Submission IDs are rejected.		
Suggested Resolution	Use a Submission ID naming scheme which is always unique within the file.		

Submission ID Format

Error ID/Category/Message	ID	Category	Message
	227	SUB	Submission ID must conform to 20 digits (EFIN + ccyyddd + 7-character lower case alphanumeric); pattern: "[0-9]{13}[a-z0-9]{7}"
Outcomes	• Submission Error		
Common Causes	• Submission ID sent with incorrect Type/Format. • Submission ID sent with less than 20 digits.		
Why this is an error	Submission ID must be unique and of correct type/format. Incorrect Submission ID type/format will be rejected.		
Suggested Resolution	Update the Submission ID to conform to the specified format.		

Payment Level Errors

Payment Amount is more than maximum allowed

Error ID/Category/Message	ID	Category	Message
	342	PAY	Payment Amount is more than the maximum amount allowed.
	304	PAY	Payment exceeds max allowed.
Outcomes	• Submission Error		
Common Causes	• Payment was more than the payment required. • Payment was made when nothing was owed.		
Why this is an error	Payment exceeds the amount owed.		
Suggested Resolution	Update your report and/or payment data to correct the amount.		

Payment Amount is less than minimum allowed

Error ID/Category/Message	ID	Category	Message
	341	PAY	Payment Amount is less than the minimum amount required.
	305	PAY	Payment is less than minimum allowed
Outcomes	• Submission Error		
Common Causes	• Payment was not made or was less than the required amount when money was owed.		
Why this is an error	Payment is less than the minimum amount required.		
Suggested Resolution	Update your report and/or payment data to correct the amount.		

Payment is required for this report

Error ID/Category/Message	ID	Category	Message
	340	PAY	A payment is required for this report.
Outcomes	• Submission Error		
Common Causes	• Payment is not made when payment is required. • Incorrectly calculating total payment or overpayment.		
Why this is an error	Payment was not included in the submission where payment was required.		
Suggested Resolution	Update your report and/or payment data to ensure payment data is accurate.		

FSET Level Errors

Schema Validation failure

Error ID/Category/Message	ID	Category	Message
	124	TRA	General category: Schema validation failure.
	233	SUB	General category: Schema validation failure.
	332	PAY	General category: Schema validation failure.
	217	SUB	Address Line1 cannot be longer than 35 characters.
	218	SUB	City cannot be longer than 50 characters.
	219	SUB	State must be a 2-character state ID
	220	SUB	Zip must be a 9-digit numeric value
	239	SUB	Country element is invalid
Outcomes	• Transmission Error		
Common Causes	• Address FSET errors (AddressLine1, City, State, Country)		
Why this is an error	File sent failed to validate against the FSET format.		
Suggested Resolution	Verify with the FSET Validator for the correct FSET format before sending the file. FSET Validator is available on http://business.ohio.gov/efiling/help/bulkfiling/		

Within the Common Causes section:

Cause	Bad Example	Corrected Example
Special Characters	Suite # 1111	Suite - 1111
Leading, Trailing and Adjacent Spaces	123 Test Street	123 Test Street
State or Country Code	CANADA	CA

Form Level Errors

Report for the same account & period filed on the same business day

Error ID/Category/Message	ID	Category	Message
	415	501	You cannot file two of the same report for the same account and reporting period in the same day.
	536	941	
	730	942	
	780	942	
	829	101	
	941	141	
Outcomes	• Submission Error		
Common Causes	• Attempting to file report with same account & period in same session or day. • Submitting a new file with the same data.		
Why this is an error	The system does not accept duplicates on the same day. Some Forms (i.e. IT-501) only allow a company to file one filing for an account per day for a particular reporting period.		
Suggested Resolution	If the filing type accepts additional filings, verify your data and resubmit on a later date. If the filing type doesn't allow additional filings, resubmit an amended filing on a later date.		

State EIN provided is not correct

Error ID/Category/Message	ID	Category	Message
	411	501	The State EIN provided is not correct. Please check the number and resubmit.
	511	941	
	711	942	
	761	942	
	814	101	
	913	141	
Outcomes	• Submission Error		
Common Causes	• State EIN (Withholding Account Number) may not be registered to the FEIN.		
Why this is an error	State EIN included in the submission may not be registered to the FEIN of the filer or there is some data issue with this account.		
Suggested Resolution	Contact the OBG Help Desk for further assistance.		

Amended must be indicated for previously filed return

Error ID/Category/Message	ID	Category	Message
	512	941	"Amended" must be indicated when a return of this type, period and account number has already been filed.
	712	942	
	762	942	
	926	141	
Outcomes	• Submission Error		
Common Causes	• Attempting to file report with same account & period in same session or day. • Submitting a new file with the same data.		
Why this is an error	The system does not accept duplicates on the same day. Some Forms (i.e. IT-941) only allow a company to file one filing for an account per day for a particular reporting period.		
Suggested Resolution	Verify your data and resubmit an amended filing on a later date.		

Revision History

Date	Version	Description	Author
10/15/2015	1.0	Initial Version	Rohan More
11/03/2015	1.1	Updated based on the comments	Rohan More