



Set-off Process Error Resolutions

This document is to be used by Set-off Agencies to resolve errors associated with batch file processing.

Source of Error	Error	Reason and Resolution
New Claims with Claim Numbers Errors associated with submitting new claims that were assigned claim numbers but still have errors	Claim Amount cannot be less than \$5.00.	Only claims greater than \$5.00 are valid. It is not economical to collect debts less than \$5.00. If you have multiple claims for the same debtor, you may consider combining the debts together rather than submitting them as individual debts. Otherwise this particular claim will not be eligible for offset.
	Claim Name does not correspond to Customer Name.	Only claims for debtors known to TAX are eligible for offset. In this case, the SSN/FEIN on your claims belongs to a different debtor than the one you have identified. Check the Claim Name and correct your submission (if applicable).
	Claim Name was not entered or is invalid.	This error indicates that the Claim Name is missing from your submission. Check the Claim Name and correct your submission (if applicable).
	Claim Year was not entered or is invalid.	This error indicates that the Claim Year is either invalid or missing from your submission. Check the Claim Year and correct your submission. Remember claims for the following participating Set-off year are accepted beginning November 1 of the previous year.
	Customer does not exist in the system.	This error is encountered when the SSN or FEIN submitted on your claim does not correspond to the SSN or FEIN of a taxpayer we have on file. Only claims for debtors known to TAX are eligible for offset. In this case the debtor's SSN or FEIN is not recognized by our system. Verify the customer information of your claim and correct your submission (if applicable).
	The Agency Number should be associated with an Agency that is Active. Correct Agency Number.	This error indicates that you are attempting to submit new claims under an Agency Number that is not an active/participating Set-off Agency. Verify the Agency Number is correct and resubmit your claims (if applicable).
	The External ID Type was not entered or is invalid.	The External ID Type should be an "S" for SSN claims or a "F" for FEIN claims. Verify the External ID Type and resubmit your claim (if applicable).



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	Agency Status is not active.	This error indicates that you are attempting to submit new claims under an Agency Number that is not an active/participating Set-off Agency. Verify the Agency Number is correct and resubmit your claims (if applicable) or contact the TAX Set-off Unit if your agency is to be reactivated.
	Agency Number is invalid.	The Agency Number you have used on your claim is invalid. Correct the Agency Number and resubmit your claim.
	Update Action is invalid.	The Update Action should be "A" to indicate you are adding a new claim. Correct the Update Action and resubmit your claim file.
	Record Type invalid.	The record type on your file should be "B" when submitting new claims. Correct the Record Type and resubmit your claims file.
Claim Updates Errors associated with Claim Updates (changes, deletes, or reinstatements)	Claim Amount cannot be changed if the Claim Status is "Paid" or "Deleted".	The claim you are trying to update is no longer active. If the claim has been "deleted" you may consider reinstating this claim. If the claim has been paid, you must submit a new claim for this debtor.
	Claim Amount cannot be less than the total of Released, Matched and Finalized Amounts.	The claim you are trying to update has already been matched to available funds. The claim amount cannot be changed at this time. If the claim currently has a match in progress, you may finalize the amount for less than the amount offered and take into account the amount of the claim you were trying to reduce. If the claim has already been finalized, but the funds have not yet been paid to your agency, you may adjust the finalized amount at this time to reflect the amount of the claim you were trying to reduce.



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Claim Updates Errors associated with Claim Updates (changes, deletes, or reinstatements)	Claim cannot be Deleted due to missing/invalid Claim Name.	This claim cannot be deleted without the Claim Name identified on your claim update record. Correct the name and resubmit your Claim Update file to delete the claim.
	Claim cannot be Deleted once it has been paid.	This claim cannot be deleted because funds have already been matched and paid to your agency, which have satisfied the claim in full.
	Claim cannot be Reinstated, as the Agency Number is associated with an Agency that is not Active.	The Agency Number used to submit your claim record updates does not belong to an active Set-off Agency. Verify the number is correct and resubmit your claim (if applicable) or contact the Set-off Unit to reactivate your Agency.
	Claim cannot be Reinstated, as the Claim Status is not Deleted.	A claim must be in a "deleted" status in order to be Reinstated. You cannot Reinstated this claim.
	Claim cannot be Reinstated due to missing/invalid Claim Name.	This claim cannot be Reinstated without the Claim Name identified on your update record. Correct the name and resubmit your claim update file to reinstate the claim.
	Claim Name cannot be changed if the Claim Status is "Paid" or "Deleted."	This error indicates you are trying to change the debtor's name on your claim; however, because the claim has already been paid or has been deleted, the change will not be permitted.
	External ID cannot be changed if the Claim Status is other than "Invalid."	This error indicates you are trying to change the debtor's External ID (SSN or FEIN) on your claim; however, this type of change is only allowed on claims that are in an "error" status.
	External ID Type cannot be changed if the Claim Status is other than "Invalid."	This error indicates you are trying to change the debtor's External ID Type ("S" for SSN or "F" for FEIN) on your claim; however, this type of change is only allowed on claims that are in an "error" status.
	Prior year Claims cannot be changed.	You have attempted to update a claim that is no longer valid for this participating year. No action is allowed.



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Claim Updates Errors associated with Claim Updates (changes, deletes, or reinstatements)	Prior year Claims cannot be Reinstated.	You have attempted to reinstate a claim that is no longer valid for this participating year. No action is allowed.
	Update Action is invalid.	This error is encountered when submitting a batch file of updates to your claims. The Update Action should be "C" to change a claim, "D" to delete a claim, or "R" to reinstate a claim. Any other Update Action is invalid for this file. Correct your Update Action and resubmit your Claim file.
New Claims-No Claim Number Errors associated with New Claims that were not assigned claim numbers and contain fatal errors	Claim Number, Agency Number or External ID is invalid.	Your Claim file could not be processed. Verify the Claim Number, Agency Number and External ID and resubmit your file (if applicable).
	Agency Status is not active.	The Agency Number you used to submit your claim does not belong to an active Set-off Agency. Correct the Agency Number and resubmit your claim (if applicable) or contact the Set-off Unit to re-active your Agency.
	Record Type is Invalid.	The Record Type should be "B" when updating new claims. Correct the Record Type and resubmit your file.
Match Updates Errors associated with Match Updates	The match update action is invalid.	The Match Update Action should be "C" to Certify your match, "T" to Contest your claim, or "F" to Finalize your match. Correct your Update Action and resubmit your Match Update file.
	Claim Number, Agency Number or External ID is invalid.	Verify the Claim Number, Agency Number and External ID information is correct and resubmit your file.
	Invalid search key data. Match ID = <match id>.	The Match ID is required for processing an Update to your match. Verify the Match ID from the Match file and resubmit your file.
	Invalid search key data. Claim Number = <claim number>.	The TAX assigned Claim Number is required for processing an update to your match. Verify the Claim Number from the Match file and resubmit your file.



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Match Updates Errors associated with Match Updates	Invalid search key data. Agency Number = <agency number>.	The Set-off Agency Number is required for processing an update to your match. Verify the Agency Number from the Match file and resubmit your file.
	Cannot find a match in the system for Match ID = <match id>, Claim Number = <claim number> and Agency Number = <agency number>.	This error is encountered when the system cannot find a match from the Match ID information (Claim Number and Agency Number). Locate the correct claim and Match ID information and correct (if applicable).
	The match update action cannot be <match update action> because the match has a status of <match status>.	This error is encountered when the match update action (certify, contest, finalize) cannot be completed because of a conflict with the status of the match. You cannot finalize a match that has not been Certified first. You cannot contest a match that has not been Certified first. You cannot certify, contest, or finalize a match that has already been withdrawn or defaulted. Verify what action you are attempting to process and resubmit your file.
	Cannot certify match with status of <match status>.	This error is encountered when a match cannot be certified because of the status of the match. You cannot certify a match that has already been withdrawn or defaulted. Verify the correct match status and/or verify what action you are attempting to process and resubmit your file.
	Cannot Certify; the Certification Date on the transaction is invalid. Certification Date: <certification date>; Match Status: <match status>.	The system cannot certify the claim because the Certification Date on the transaction is invalid. The Certification Date must be within 10 days of the Match Date. Verify the claim Certification Date and resubmit your file (if applicable).
	Cannot Contest; the match has not been certified and the Certification Date on the transaction is invalid. Certification Date: <certification date>; Match Status: <match status>.	This error is encountered when the match update action submitted is "T" for contest and the match has not been certified. Resubmit the update action as "C" for certify and enter a certification date.



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Match Updates Errors associated with Match Updates	Cannot Contest; the Contested Date on the transaction is invalid. Contested Date: <contested date>; Match Status: <match status>.	The Contested Date must be greater than the Certification Date and within 30 days of the Certification Date. Correct the Contested Date and resubmit your Match Update file.
	Cannot Finalize; the match has not been certified and the Certification Date on the transaction is invalid. Certification Date: <certification date>; Match Status: <match status>.	The match cannot be finalized until it has been certified. Submit a valid Certification Date and then Finalize the match.
	Cannot Finalize; invalid Finalized Amount:	The Finalized Amount is invalid. The Finalized Amount must be less than or equal to the amount that was offered. Verify the Finalized Amount for this match and resubmit your file.
	Record Type is Invalid.	The recorded type should be "F" when updating matches. Correct the Record Type and resubmit your file.