

TRIP Debt Reject Messages

Mainframe and CCAP users
may have slightly different
messages

18 TRIP Debt Reject Messages

- Agency should check rejects every week
- Agency should notify Setoff Coordinator (SOC) within the week to correct rejects or correct rejects on their own depending on reject code
- Name rejects are submitted for correction via TRIP Debt Request Inquiries

Information Required for Debt Correction

- Debtor's name
- Debtor's last four digits of SSN
- Date of submission
- Agency ID

PROCEDURE TO VIEW REJECTS

1. View/Receive Files - File Maintenance
2. Date and View File
3. Column 10 will indicate reject
4. Click on Record number
5. Error Message is under Description

Debt Submission

- Debt Submission types: FEIN,DLN, SSN
- SSN acceptance rate: 93.67%
- DLN acceptance rate: 77.00%

TRIP Debt Error Messages

- NO FILING HISTORY WAS FOUND FOR THIS ID NUMBER
- Solution: The ID (SSN) number submitted does not have a match in our tax system. This debt may be submitted at a later date.
- Contact Setoff Coordinator (SOC) for verification

TRIP Debt Error Messages

- FILING HISTORY FOUND FOR THIS ID NUMBER, BUT DOR NAME DOES NOT MATCH NAME ON DEBT RECORD
- Solution: A name update must be made by SOC in TRIP or WINPAS.
- Contact SOC with debt information

TRIP Debt Error Messages

- A FILING HISTORY WAS NOT FOUND FOR THIS ID NUMBER
- Solution: Debtor may not have filed a return.
- Contact SOC to verify taxpayers name and tax return status

TRIP Debt Error Messages

- ANOTHER AGENCY HAS ALREADY CERTIFIED A DEBT FOR THIS ID NUMBER WITH A DIFFERENT NAME, OR YOU ATTEMPTED TO CHANGE A DEBT BALANCE AND NO DEBT WAS FOUND FOR YOUR AGENCY WITH EITHER THIS DEBT NUMBER OR ID NUMBER
- Solution: Contact SOC as a name change in TRIP may need to be made.

TRIP Debt Error Messages

- YOU ATTEMPTED TO INCREASE THE BALANCE OF THIS DEBT, BUT YOUR DEBT IS NOT THE LAST DEBT OR ONLY DEBT ON FILE FOR THIS DEBTOR, OR THE CURRENT BALANCE ALREADY EQUALS THE DEBT AMOUNT SUBMITTED
- Solution: An intervening debt exists. Agency must submit a new debt.

TRIP Debt Error Messages

- TRANSACTION TYPE ON YOUR RECORD WAS NOT 1 (ADD DEBT), 2 (BALANCE CHANGE), 3 (ADDRESS CHANGE), 5 (INACTIVATE) OR 6 (ACTIVATE)
- Solution: Submit debt with correct transaction type. Only SOC can make name changes (transaction type 4)

TRIP Debt Error Messages

- THE SSN ON YOUR RECORD WAS NOT NUMERIC
- Solution: Submit SSN without dashes, ex. '123456789'.

TRIP Debt Error Messages

- THE FEIN ON YOUR RECORD WAS NOT NUMERIC
- Solution: Submit FEIN in correct format, without dashes.

TRIP Debt Error Messages

- AN SSN WAS NOT FOUND FOR THIS DLN
- Solution: No corresponding SSN was found for the DLN submitted. DOR can not provide the SSN in any case. Agency must check DLN or find SSN.

TRIP Debt Error Messages

- A REQUIRED NAME FIELD IS BLANK, IS NOT ALPHABETIC, OR CONTAINS TWO CONSECUTIVE SPACES BETWEEN MULTIPLE WORDS IN THE NAME
- Solution: Agency must check file submitted and format correctly. Check file format documentation in the Full Access TRIP Manual

TRIP Debt Error Messages

- TWO CONSECUTIVE SPACES BETWEEN MULTIPLE WORDS IN SECOND NAME FIELD
- Solution: Agency must check file submitted and format correctly. Check file format documentation in the Full Access TRIP Manual

TRIP Debt Error Messages

- ZIP CODE WAS NOT NUMERIC
- Solution: Agency must check file submitted and format correctly. Check file format documentation in the Full Access TRIP Manual

TRIP Debt Error Messages

- YOU ATTEMPTED TO CERTIFY A NEW DEBT AND THE DEBT NUMBER FIELD WAS NOT BLANK, OR YOU TRIED TO CHANGE THE BALANCE OF AN EXISTING DEBT AND THE DEBT NUMBER FIELD WAS NOT NUMERIC OR LESS THAN THREE DIGITS
- Solution: Debt number field must be blank for Transaction Type 1 or filled for 2,3,5,6.

TRIP Debt Error Messages

- THE AGENCY ID NUMBER IN YOUR TRANSACTION IS NOT ON FILE WITH DOR
- Solution: Check Agency ID in file submission.
- Contact SOC to verify Agency ID

TRIP Debt Error Messages

- REFUND SOURCE DOES NOT EQUAL A
- Explanation: Transaction Type = 1 or 2 and refund source not = A
- The Source field in File Maintenance indicates where the transaction was initiated
- External Agencies must have an 'A' in this field

TRIP Debt Error Messages

- THE TRANSACTION BALANCE FIELD WAS NOT NUMERIC OR IS LESS THAN OR EQUAL TO ZERO
- Solution: Check Transaction Balance Field and enter correct balance and format.

TRIP Debt Error Messages

- YOU ATTEMPTED TO ACTIVATE A DEBT THAT WAS CURRENTLY ACTIVE
- Solution: Active debts can not be changed to active.

TRIP Debt Error Messages

- YOU ATTEMPTED TO INACTIVATE A DEBT THAT WAS CURRENTLY INACTIVE
- Solution: Inactive debts can not be changed to inactive.