



MOST COMMON WMS ERRORS DESK GUIDE

ERROR MESSAGE NUMBER	ERROR MESSAGE	ERROR CAUSE	ERROR REMEDY
E0095	Field is Out of Range	<p>A. Attempted to issue a benefit that is not in compliance with the rules for the issuance dates for that code.</p> <p>B. Benefit issuance code is incompatible with case type.</p>	<p>A. Review the rules for issuance dates by codes in the PA Single Issuance Grants section of the Authorization of Grants (AOG) Manual, pages 269-277.</p> <p>B. Review the case type to determine if the household is eligible for the benefit under a different issuance code.</p>
E0106	Recurring Grant Was Previously Issued	<p>A. Benefit previously issued.</p> <p>B. Dates overlap period previously issued for same benefit type.</p> <p>C. Used incorrect issuance code.</p>	<p>Review Benefit Issuance History inquiry in WMS to determine if the grant in error is a duplicate issuance that should not be redone or if the dates or issuance code need to be corrected and reissued.</p>
E0445	Individual Status Conflicts With Suffix Status	<p>The Individual status is incompatible with the suffix status.</p>	<p>Review the transaction in error and select an individual status that is compatible with the suffix status. For example, if the suffix status is changing to AC, the eligible individual(s) must have their line status changed to AC.</p>
E0447	Effective Date Not Within Auth Period	<p>A. The individual effective date is not prior to or equal to the transaction date. The effective date used is for a future period.</p> <p>B. Attempted to either activate or close an individual line for the SNAP portion of the case with a date that is earlier than the SNAP suffix level from date.</p>	<p>A. Use an individual effective date that is equal to or prior to the transaction date.</p> <p>B. When activating or closing an individual line for the SNAP portion of the case, use a date that is equal to or later than the SNAP suffix level from date.</p>
E0467	Wrong SSN Validation Code	<p>Attempted to enter an SSN Validation Code which is incompatible with the existing SSN information on the database.</p>	<p>Enter the appropriate SSN Validation Code and submit an error correction. Refer to the Workers Guide to Codes for the SSN Validation Codes.</p>

MOST COMMON WMS ERRORS DESK GUIDE (continued)

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E0716	Single Issues Inhibited by Case Status	Attempted to authorize Single Issue benefits, but suffix status is "Closed" (CL) or "Rejected (RJ). SAMPLE	Review pending screens; review current suffix status. Case must be in AC or SI status before Single Issue benefits can be authorized. NOTE: certain CA and SNAP Single Issue codes (e.g.: code 02 and code 14 respectively) can be issued to suffixes in AP status if an Eligibility or Undercare (for case reactivation) transaction exists for the case on the database. CA Single Issues can also be issued to suffixes in AP status if PUC is 5 (E-Check) or 7 (E-Cash).
E0963	WIP-Index Record Not Found	Attempted a Transaction Cancellation on a transaction in "01" (processed) or "03" (purged) status.	Verify status of transaction to be cancelled. Only transactions in status 00 (unprocessed), 02 (awaiting correction), or 04 (suspended) can be cancelled.
E0964	Pending TXN-Control Record Not Found	See Error Cause for E0963.	See Error Remedy for E0963.
E1066	Clearance Results Are Purged	Clearance Report has been purged from database.	Generate a new clearance in WMS (Case inquiry, option 1) and resubmit the transaction.
E2906	SNAP Employment Code and Age Incompatible	Attempted to enter SNAP employability code 30 for an individual who is not younger than 16 years of age or SNAP employability code 35 for an individual who is not 16 or 17 years of age or SNAP employability code 32 for an individual who is not 60 years of age or older.	Choose a SNAP employability code that is compatible with the age of the individual. Re-run the rules in the Employment and Training window in POS.