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## **Defense Agencies Initiative (DAI)**

### **Defense Travel System (DTS) Error Code Handling Guide**

**Last Updated: December 2021**

# Document Information

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## Document Change Control Log

Change Description	Change Date	Section Number Changed	Change Requestor Name
Initial document	12/15/2021	N/A	DAI PMO

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# DTS Error Code Handling

The following table provide common errors encountered in the Defense Travel System (DTS) and suggested resolutions that agency/service help desks can assist users with. If the issue is still faced, please log a Production Support Request (PSR) with the DAI PMO.

**Note: If the resolution steps are not followed as described, this may create additional issues. Log a PSR if you are not sure how to proceed with the resolution.**

#	Error Code	Sample Error	Error Notification Process / Tool(s)	Error Handling Process	Resolution
1	3	Total amount (0) at header does not match to the sum of all lines account amount (527.35) associated to TANUM (1VPOU2)	Review the Interface Output File and Custom Report Output File	This is a Staging Error	The file from DTS for TANUM 1VPOU2 is invalid; the negative acknowledgement returned to DTS is accurate. This file is attempting to create a CBA PO. The line level detail of the file is accurate, i.e., create the PO in the amount of \$527.35. However, the header total amount is \$0; it should be \$527.35. Agency needs to open a help desk ticket with the DTS TAC (Travel Assistance Center) to get this addressed
2	76	No Authorization found for the past TANUM (1RIHQW) to perform the operation (AMENDMENT) TANUM (1RIHQW) having Transaction ID (1RIHQW002) has errors. Negative acknowledgement data will be created.	Review the Interface Output File and Custom Report Output File	This is a Staging Error	Once a TANUM is cancelled or closed, the life cycle of the TANUM is also completed. Create a new TANUM and a new voucher. With the previous transaction this TANUM is closed in DAI. Therefore, it won't allow any more updates to this document. The solution is to create a new document for any reimbursements to the traveler.
3	201	(DAI) Treasury Level Line of Accounting Edits Failed	Review the Interface Output File and Custom Report Output File	The 201-error code is a disbursing reject in DTS, not a DAI system reject.	This is not a DAI issue to resolve. Agency needs to open a Help Desk ticket with the DTS TAC for resolution. Most of the time, the 201 error code stems from using an LOA that is not in the DCAS LOA table for validation. The agency will need to work with the DTS TAC and DFAS. They have a process that allows DFAS to make changes to the MART table and reprocess the vouchers.
4	510	Organization with Organization ID (Org ID#) not found or not enabled for the Line Item Identifier (01)	Review the Interface Output File and Custom Report Output File	This is a Staging Error	Agency needs to verify Org and Org ID and correct any discrepancies. 1. Run the DTS interface status report in DAI to determine what Org or Org ID is being used. 2. Go to DTS and look at the budget label to determine where the problem lies. 3. In DTS,

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					create new budget label and delete the old one. 4. Resubmit the voucher without any changes.
5	512	Accounting/Disbursing System Error; Missing/Invalid First Instance of Cost Object Type (Acct 6)	Review the Interface Output File and Custom Report Output File	This is a Staging Error	This points to a LOA problem. If it is an Original, then the PO error information will be on the DTS status report. Agency needs to look at DTS Interface Status Report for the TANUM in question and determine what is missing then create new budget label in DTS with the correct information and resubmit the transaction. If it is an amendment or supplement, then the project/task is most likely end dated or not setup correctly. Either fix the Project/Task in DAI so that it is enabled in DAI or look at the budget label in DTS to determine where the problem lies, then in DTS, create new budget label and delete the old one and re-submit the voucher.
6	512	Project with ProjectID (xxxxxx) contains start date (01-MAR-2016) and completion date (30-SEP-2016) is invalid for the Line Item Identifier (01) TANUM (yyyyyy1) having Transaction ID (yyyyyy007) has errors.	Review the Interface Output File and Custom Report Output File	This is a Staging Error	This points to a LOA problem. If it is an Original, then the PO error information will be on the DTS status report. Agency needs to look at DTS Interface Status Report for the TANUM in question and determine what is missing then create new budget label in DTS with the correct information and resubmit the transaction. If it is an amendment or supplement, then the project/task is most likely end dated or not setup correctly. Either fix the Project/Task in DAI so that it is enabled in DAI or look at the budget label in DTS to determine where the problem lies, then in DTS, create new budget label and delete the old one and re-submit the voucher

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7	513	Derived fund element from SFIS elements does not match to the fund associated to task	Review the Interface Output File and Custom Report Output File	Fund Element from SFIS does not match to the fund associated to task, a negative acknowledgment is generated and transmitted back to DTS	<p>Period of Availability is not defined correctly on the Fund referenced by the POET (Budget Label) on the transaction. This is usually an issue with the DTS budget label setup so agency should work with their B2R team.</p> <p>Login to Projects Budgets Responsibility and check which fund element is associated to the Task for a given project. If there is any mismatch correct the fund element.</p> <p>From Application, under Projects Budgets, report name is "XXCustom Project Task Structure Report". You can enter project number or project name as parameters to determine correct Project/Task/BLI information</p> <p>NOTE: You must follow the SFIS format</p>
8	518	Insufficient Funds Failure errors	Review the Interface Output File and Custom Report Output File	PO fails funds check, a negative acknowledgment is generated and transmitted back to DTS	In DAI, Agency should check if Funds are available for the LOA being used, increase the funds, and reapprove the transaction in DAI. Then, in DTS, Resubmit the document without any changes. (If they don't approve the transaction in DAI, then the transaction will fail the next time it is resubmitted).
9	519	Supplement transaction type passed for the TANUM (<TANUM#>). Amendment should happen first. TANUM (<TANUM#>) having Transaction ID (<Transaction ID>) has errors. Negative acknowledgement data will be created.	Review the Interface Output File and Custom Report Output File	This is a Staging Error	Supplement transaction requires that the original transaction is marked paid in DAI. Wait for the DCAS payment file to interface (Usually 5-7 days) and then re-approve the transaction in DTS. If it has been more than 7 days, then most likely the original does not exist. The agency should contact DTS to resend the 'Original' TANUM
10	519	Passed previous amount (<amount>) does not match authorization amount (<auth amt>) for the LII (01)	Review the Interface Output File and Custom Report Output File	This is a Staging Error	The last positively acknowledged amount in DTS is lower/higher than the current DAI amount and therefore does not match. This mismatch typically means that someone manually adjusted the PO in DAI. The remedy...if no payments have been posted to the PO is to update the amount in DAI to match to the amount in DTS and resubmit the DTS travel

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					document without any changes. If payments have been posted then you will have to have DFAS void the payment and in DAI first, then resubmit in DTS
11	519	Passed transaction type (AMENDMENT) has been settled (3737.4) is greater than the new amount (3266.55) passed for the TANUM (1RNTVV). TANUM (1RNTVV)	Review the Interface Output File and Custom Report Output File	This is a Staging Error	Once the TANUM is paid, you cannot send an amendment to reduce the Travel authorization. In this example, DTS is attempting to reduce the obligation to \$3266.55. A payment has posted to the PO in the amount of \$3737.4. DTS cannot send an obligation adjustment that's less than what's already been expended. This scenario will always receive a negative acknowledgement. Agency needs to determine how an obligation can be reduced to \$3266.55, when the traveler has already been paid \$3737.40. If you still want to reduce the amount, please coordinate with DFAS to void/reverse the payment and request them to cancel the invoice.
12	519	Passed transaction type (FOLLOWUP) has been settled (12.96) is greater than the new amount (0) passed for the TANUM (1WQOFW). TANUM (1WQOFW) having Transaction ID (1WQOFW006) has errors. Negative acknowledgement data will be created.	Review the Interface Output File and Custom Report Output File	This is a Staging Error	In this example, TANUM 1WQOFW was fully obligated and paid with one line of accounting, which resulted in a debt (AR) condition. After fully paying the voucher, agency has attempted to realign all the expenses. Therefore, the transaction type indicates FOLLOW UP. The FOLLOW UP transaction was rejected because the negative adjusting obligation for LII 01 reduced the obligation to an amount that's less than what's disbursed. It appears that some adjustments (negative disbursements) to the paid amounts (in DCAS TBOAP files) may not be posted to the PO.  Users should strongly be discouraged from using DTS as a means for performing a 1081 transaction. PMO recommends for the agency to do a thorough review of each transaction with the PO. When all the negative disbursements are recorded to the proper LOAs (e.g., LII 01), the FOLLOW UP transaction should be resubmitted through DTS.

#	Error Code	Sample Error	Error Notification Process / Tool(s)	Error Handling Process	Resolution
13	519	Accounting Processing Error-Passed LII (01) has mismatching expense code	Review the Interface Output File and Custom Report Output File	This is a Staging Error	<p>Agency needs to look for incorrect LOA/POET values and correct any discrepancies.</p> <ol style="list-style-type: none"> <li>1. Run the DTS interface status report in DAI to determine what LOA/POET is being used.</li> <li>2. Go to DTS and look at the budget label to determine where the problem lies.</li> <li>3. In DTS, create new budget label and delete the old one.</li> <li>4. Resubmit the voucher without any changes.</li> </ol>
14	519	Passed transaction for LII (02) having the previous amount (0) does not match with the amount (.001). Passed previous amount (0) does not match authorization amount (.001) for the LII (02) TANUM (20DNEO) having Transaction ID (20DNEO007) has errors.	Review the Interface Output File and Custom Report Output File	This is a Staging Error	<p>This is a common problem created by travelers. Travelers use two (2) LOAs in the travel document and assign all the expenses to one and \$0 to the other. DAI cannot establish a line in a PO at \$0, so an amount of \$.001 is assigned. DTS is still sending the "2nd" line as \$0; now there's a mismatch. If the "2nd" line(s) still has \$0, recommend deleting the line from the travel document in DTS. Resubmit the voucher in DTS.</p>
15		Receiving DCAS unmatched payments from DFAS for DTS transactions	DCAS Interface Report	These errors are initially identified by DFAS and brought to the attention of the Agency	<p>If agencies are receiving UMDs on DTS transactions, you might check the Trip Type in the DTS travel document. If it is OPEN ALLOTMENT, it is incumbent on &lt;Agency&gt; to create the purchase order obligation in DAI (i.e., does not require a posack). If the Trip Type in the DTS travel document is ROUTINE TDY, please provide a list of TANUMs to the DAI Help Desk via a DAI PMO PSR.</p>

The following errors can only be resolved by the DAI PMO. Please log a PSR for these types of issues.

#	Error Code	Sample Error	Error Notification Process / Tool(s)	Error Handling Process	Resolution
16	102	Transaction matches previously posted and acknowledged record.	Review the Interface Output File and Custom Report Output File	Previously posted and acknowledged record sent, a negative acknowledgment is generated and transmitted back to DTS. This is an Interface Error <b>(PMO only)</b>	<b>Create a DAI PMO PSR</b> and include the error message and all details of the transaction. PMO will review the Custom Report Output and see the record status and take the appropriate action.
17	102	PO already exists with PO Number (<PO #>). TANUM (<TANUM #>) having Transaction ID (<Transaction ID>) has errors. Negative acknowledgement data will be created.	Review the Interface Output File and Custom Report Output File	This is an Interface Error <b>(PMO only)</b>	<b>Create a DAI PMO PSR</b> and include the error message and all details of the transaction. This error is due to transaction coming through as original rather than amendment. To avoid this error, any changes to the existing TANUM in DTS, need to be created as an Amendment. Therefore, DTS will send "AMENDMENT" instead of "ORIGINAL"
18	519	Account Amount does not equal to sum of Previous Amount and Delta Amount associated to the Line Item Identifier	Review the Interface Output File and Custom Report Output File	Passed previous amount does not match authorization amount, a negative acknowledgment is generated and transmitted back to DTS. This is an Interface Error <b>(PMO only)</b>	<b>Create a DAI PMO PSR.</b> PMO will login to Purchasing Responsibility and check the original amount on the Obligation. If there is any mismatch for Original Amount vs. Previous amount from the DTS Inbound file, Update the document in DAI to the Previous amount and run the DTS PO Inbound process with status of INTFERR to reprocess the transaction
19	519	There are some pending changes to the document in the current revision. System could not revert those changes. Please undo those changes revision before taking the cancel action	Review the Interface Output File and Custom Report Output File	There are some pending changes to the document in the current revision. System could not revert those changes. This is an Interface	<b>Create a DAI PMO PSR.</b> PMO will login to Purchasing Responsibility and check the Award/PO to see any recent updates are made by the user while interface was running. If there are no pending changes for that revision, Update the document in DAI. PMO will then reach out to agency POC to re-submit the voucher in DTS.



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				Error (PMO Only)	
20	519	Project information on the distribution is not valid	Review the Interface Output File and Custom Report Output File	This is an Interface Error (PMO Only)	<b>Create a DAI PMO PSR.</b> PMO will login to Purchasing Super User Responsibility and check the Award/PO to see the distribution details. Either fix the Project/Task so that it is enabled in DAI or look at the SFIS budget label to determine where the problem lies. PMO will then reach out to agency POC go to DTS, create new budget label and delete the old one. Re-submit the voucher in DTS.
21	519	The accounting date is not in an open encumbrance period	Review the Interface Output File and Custom Report Output File	This is an Interface Error (PMO Only)	<b>Create a DAI PMO PSR.</b> PMO will update the proper accounting date and resubmit the interface.
22	519	You cannot update this document because its status is either Frozen, Canceled, Finally Closed, In Process, or Pre-approved	Review the Interface Output File and Custom Report Output File	This is an Interface Error (PMO Only)	<b>Create a DAI PMO PSR.</b> PMO will login to Purchasing Responsibility and check the Award/PO to see the status of this document. If the status is Frozen, Canceled, Finally Closed, In Process, or Pre-approved, interface process cannot update the document. 1) Go to Workflow Administrator and REJECT the TANUM. 2) Check Funds, 3) Save, 4) Submit to Approve, 5) Rerun DTS PO Inbound process on that TANUM. If it is not one of those statuses, then make sure there are enough funds.
23	519	PO Update API Error (ORA-01652: unable to extend temp segment by 128 in tablespace TEMP in Package PO_DOCUMENT_CHECKS_PVT Procedure CHECK_UPDATABLE.015)	Review the Interface Output File and Custom Report Output File	This is an Interface Error (PMO Only)	<b>Create a DAI PMO PSR.</b> Reprocessing the TANUM/GEX file will most likely fix this problem. The concurrent program 'P2P DTS PO Inbound' can be found in the responsibility P2P DTS AXOL Procurement Officer <Agency>.