Integration Error Handling

- Once you set the award to Approved, the system will pick-up the awards and move them to Processed or Error.
- Errors can happen at the Award or PTAEO level.
- The awarding page will display a push button with the label “Error Code”, when the award status is set to “Error”.
- When you click the “Error Code” button a new page will display.

Errors at the Award Level:

- Errors can occur in the external award load process for various reasons (student is not aid year activated, student in more than one career, etc.).
- When an error occurs at the award level, the PTAEO is not processed and the award is not on the DA page.
- These errors will be displayed in the Error Reason field at the award level. This field will be displayed only when the error status is set to error. The description displayed is the same description from the external award load process. Error Reason and Error Description at the PATEO level will be blank.
Errors at the PTAEO Level:

- Errors can also occur because of invalid PATEO (when award end date has passed, when project completion date has passed, when expenditure date is not within the valid dates of the PTAEO, etc.).
- The integration program will set the award on SAFM to error.
- The error description will be the same description returned from oracle when the PATEO is validated.

Handling Errors

- SAFM errors are resolved by: Fixing the underlying issues: awards re-entered on the correct career, modifying the end date of the PTAEO, etc. The program will continue, each night, to attempt to pick up items that are in Error. If the issue has been resolved in the background, the award will then process.
- If a PTAEO error is not fixable, you may choose to change the PTAEO to a different PTAEO.
- When the award status is set to “Error” all designated data entry fields including fund source fields are greyed and not available to you for that award except status field at the award level.
- When the award status is set to “Error”, the only available value for you to set on the status at the award level will be “Start” from “Error”. By switching to “Start”, data entry fields will be available for all fund sources under that award.
- We will provide you with a list of errors and how they can be fixed.

Other notes....

Award Level Error That Schools can Fix

- More than one active academic career found. Check to see which career student is active for for that term and delete awards from incorrect career and add to correct career.

PTAEO Level Errors:

- Validate that you are using the correct PTAEO.
- Expenditure Item Date is Not Valid for the Project-Expenditure Item Date is Not Valid for the Task-Expenditure Item Date is NotValid for the Award-GMS_EXP_ITEM_DT_BEFORE_AWD_ST-Expenditure item date cannot be earlier than the award start/pre-awar
- Expenditure Item Date is Not Valid for the Task