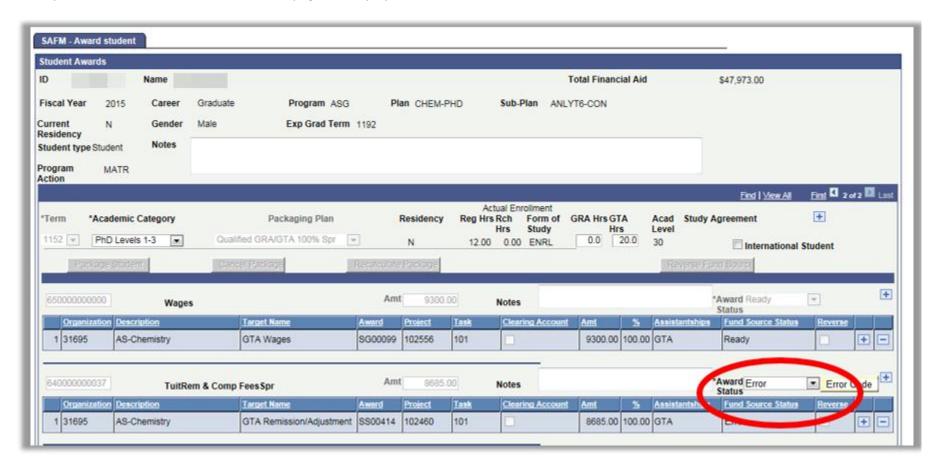# SAFM Quick Guide: Error Handling

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 PATEO level.
- The awarding page will display a push button with the label "Error Code", when the award status is set to "Error".
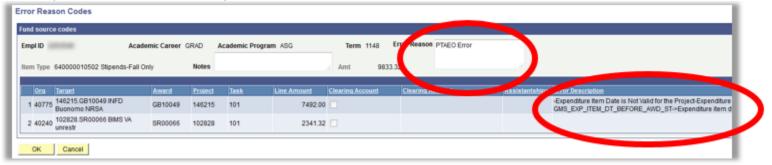- When you click the "Error Code" button a new page will display.

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 PATEO 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.
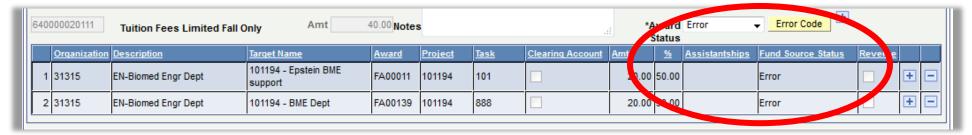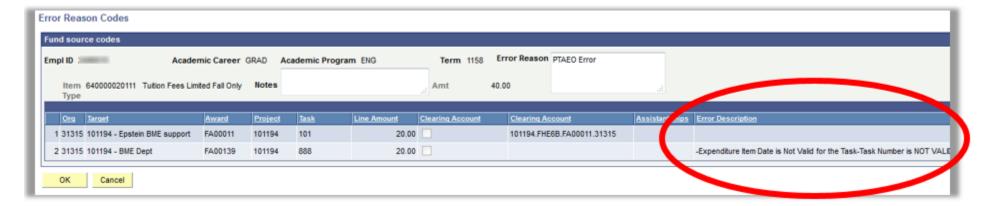

Errors at the PATEO Level:

- 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 PATEO, 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.

- If an an award with two targets is in the Approved state and the interface runs but only one of the PATEOs errors, neither of the PATEOs will interface over to the Departmental Aid page until you fix the error'ed PATEO.
- You can tell which PATEO has error'ed by viewing the Error Reasons Code page.
  - Click the Error Code button:

  - View the Error Reason Codes page. Note that the Error is on line 2 below. This is the PATEO in Error. You must resolve this Error before moving the award back through the workflow so that it will successfully process. *Note: If both PATEOs error, then the error description will display information for both of the PATEOs.*

Handling Errors

- SAFM errors are resolved by: Fixing the underlying issues: awards re-entered on the correct career, modifying the end date of the PATEO, etc. The program will continue, each night, to attempt to pick up items that are in Error. If the issue has been resolved, the award will then process.
- If a PATEO error is not fixable, you may choose to change the PATEO to a different PATEO.
- 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.
- For more information on Errors, please refer to the list of common errors and how they can be fixed (see the last page of this document).

Error Reason	External Award OR Oracle Message	What Error Message Means	Who Fixes it?	How does it get fixed?
External Award Load Errors	Student is not active for Aid Year specified. No row found in PS_STUDENT_AID.	Student not AY Active	SFS	AY activate the student if appropriate and let the FA Term build overnight or create the FA Term needed manually.
External Award Load Errors	No valid FA Term data found.	There is no Active FA Term for the Career specified.	SFS	Let the FA Term build overnight (if just AY Activated) or create the FA Term needed manually.
External Award Load Errors	More than one active academic career found.	Student in dual careers	SFS/Department	Check to see which career student is active for for that term and delete awards from incorrect career and add to correct career.
External Award Load Errors	Unable to assign disbursement plan and/or split code. Multiple values found that meet student's attributes.	Student may be dual career and award was made under the career that is not Active on the FA Term for that term.	SFS/Department	Check to see which career student is active for for that term and delete awards from incorrect career and add to correct career.
External Award Load Errors	Invalid term specified. The term specified on a disbursement entry is not a valid term for the student.	The student probably does not have an Active FA Term for the term (or one of the terms) being processed.	SFS	Let the FA Term build overnight (if just AY Activated) or create the FA Term needed manually.
External Award Load Errors	Sum of disbursed term amounts does not equal the total amount disbursed.	Student may be dual career and award was made under the career that is not Active on the FA Term.	SFS/Department	Check to see which career student is active for for that term and delete awards from incorrect career and add to correct career.
External Award Load Errors	Invalid Aid Year	Student not AY Active	SFS	
External Award Load Errors	Invalid Career	There is no Active FA Term for the Career specified.	SFS	
External Award Load Errors	The number of disbursements specified is greater than the number of scheduled disbursements for the disbursement plan on the existing award.	Student may be dual career and award was made under the career that is not Active on the FA Term.	SFS/Department	Check to see which career student is active for for that term and delete awards from incorrect career and add to correct career.
Invalid PATEO	PA_NEW_TXNS_NOT_ALLOWED-Project Status is not valid-Award is not active-GMS_AWARD_IS_CLOSED->The close date for this award has passed. Y	Award has closed.	SFS/Department	Call award manager or use a different PTAO.
Invalid PATEO	UVA Error: Expenditure Item Date is Not Valid for the Award-G	Expenditure item date is no longer valid.	SFS/Department	Call award manager or use a different PTAO.
Invalid PATEO	Expenditure type not allowed on this PATEO.	Expenditure type not allowed on this PATEO. (Example: tuition not allowed on this PTAO).	OSP	

Invalid PATEO	Can't find the combination of Academic Career, Charge Priorit List, Residency, US Citizen	Can't find the combination of Academic Career, Charge Priority List, Residency, US Citizen	SFS or ITS	If not valid combination on table, ITS. IF residency or ctzshp, SFS works with central groups to fix.
Invalid PATEO	This project, award and task combination is not valid or the award has not been designated as SIS allowed in Oracle. (24000,999)	This project, award and task combination is not valid or the award has not been designated as SIS allowed.	SFS	Contact SFS to have the the PTAO designated as SIS allowed.
Invalid PATEO	Project is not funded by the Award-There is NO valid budget for Award and Project Combination-GMS_NOT_FUNDING_AWARD->The entered award does not fund the project and task combination. An award must fund a project and task combination.	There is NO valid budget for the PATEO you are using.	Department	Call award manager or use a different PTAO.
Invalid PATEO	Expenditure Item Date is Not Valid for the Project-Expenditure Item Date is Not Valid for the Task-Expenditure Item Date is Not Valid for the Award-GMS_EXP_ITEM_DT_AFTER_AWD_END ->Expenditure item date must fall between award start date and award en	Expenditure Item Date is Not Valid for the Project-Expenditure Item Date.	Department	Call award manager or use a different PTAO.