# HELPFUL TIPS FOR
# THE WORK NUMBER

**xactus X**

**Error Codes:**

| | |
|---|---|
| **Attachment has Error** | The attachment has error. |
| **Attachment Not Present** | The referenced attachment is not present. |
| **Audit Info Present** | Audit information is already present for this verification. |
| **Audit Invalid Refnum** | Unable to locate the specified reference number. |
| **Audit Invalid Refnum Employeeid** | SSN or alternate ID did not match data associated with the provided reference number or master reference number. |
| **Auth Form Not Ready** | The authorization form is not ready yet, please wait a few seconds a try again. |
| **Authorization Required For Employment** | Written authorization or a valid salary key is required for employment verification. |
| **Authorization Required For Income** | Written authorization or a valid salary key is required for income verification. |
| **Consumer Name Not Matched** | Rhode Island resident: name given does not match |
| **Consumer Name Not Provided** | Rhode Island resident: name is needed on request |
| **Data Is Too Old** | The employee's most recent data is too old for reverification. |
| **Data Is Too Old Twnd** | The employee's most recent data is too old for reverification. TWN Direct available for employer. |
| **Data Is Too Old Twnd** | The specified template was not found. |
| **Database Inconsistency** | A database inconsistency was detected while executing this transaction. |
| **Documentum Error** | Documentum COM wrapper error. |
| **Employer Blocked** | Employer is blocked. |
| **Employer Blocked Signature Verification** | Employer has blocked signature verifiers. |
| **Employer Code or Name Required** | Employer code or employer name required. |
| **Employer Media Block** | Employer does not allow requests on this media. |
| **Employer Not on File** | Employer not found in database. |
| **Employer Not Provided** | Rhode Island resident: Employer not provided. |
| **Employer Requires Salary Key** | Employer requires a valid salary key. |
| **General Error** | No data and no error code. OFX server logic error. |
| **Generate Authform Failed** | Generating authorization form failed. |
| **ID Mismatch** | Multiple individuals may be associated with this SSN, and consumer name is required. |
| **Invalid Arguments** | Invalid arguments. |
| **Invalid Authform ID** | Invalid authorization form id. |
| **Invalid End User** | Reseller has submitted an invalid or empty end-user name. |
| **Invalid Mastersrvrtid** | Unable to locate the specified MASTERSRVRTID. |
| **Invalid Offline Document** | An invalid document id was specified. |
| **Invalid Offline Event Type** | An invalid offline event type was supplied with the transaction. |
| **Invalid PP Code** | Invalid Permissible Purpose code. |
| **Invalid Queue Item Id** | The specified queue item id is invalid and cannot be found. |
| **Invalid Reference Number/Doc ID** | An invalid reference number/document id combination was specified. |
| **Invalid Request Message** | The request message is invalid or has error. |
| **Mastersrvrtid Validation Failed** | MASTERSRVRTID supplied to associate this transaction with another transaction failed due to some inconsistency. |

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| Max Active Salary Keys | Employee has created the maximum number of salary keys allowed. |
|---|---|
| Mismatched Employee Id | The employee id does not match the request. |
| No Auditable Transaction Found | MASTERSRVRTID supplied was valid, but the associated transaction is not auditable. |
| No Employee Available | Employee not found in database. |
| Not Authorized For Request | User not authorized for request. |
| Offline Request Incomplete | The original offline request is not complete. |
| Offline Ver Complete | The specified verification is already complete. |
| Offlinever Already Viewed | The specified offline verification has already been viewed. |
| Offlinever Doc Not Ready | The offline verification supporting document is not ready yet. |
| Offlinever Not Complete | The offline verification is not complete yet (pending). |
| Organization Not Auth For Employer | The organization is not authorized to verify on employer. |
| Partner Not On File | Partner not found in database. |
| PP Code Required | Permissible Purpose code required. |
| Retrieve Authform Failed | Retrieve authorization form failed. |
| Reverification Disabled | Reverification is disabled for member verifier. |
| Salary Key Consumed | The salary key has already been used. |
| Salary Key Deleted | Employee has deleted the requested salary key. |
| Salary Key Expired | The salary key has expired. |
| Salary Key Not Valid | The salary key is not valid. |
| Salary Key Required for Income | A salary key is required for income verification. |
| Sign-on was Unsuccessful | Your sign-on was unsuccessful. |
| SSN ID Mismatch | Multiple individuals may be associated with this SSN. |
| Success | The request succeeded. |
| Transaction Filtered | Your company has requested this record be filtered. |
| Transaction Is Too Old | The original transaction is too old for reverification. |
| TRNUID Expired | TRNUID reuse period expired. |
| Unknown Salary Key Status | The salary key has an unknown status. |
| Upload document Failed | Uploading attachment document failed. |
| Verifier TWN Direct Optout | Reverification via TWN Direct requested but verifier has opted out. |
| VOE Only | The employer does not provide income information. |
| Workflow Failed | Cannot start the RV workflow. |