

QRG - Explanation of PTC Errors in Mainframe



Staff - Explanation of PTC Errors in DHR 2.0.pdf

i Purpose: This provides an explanation of what PTC errors in Mainframe mean.

Outcome: Staff know what PTC errors in Mainframe mean and that no action is needed.

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Voucher information is sent from Mainframe to OR PTC DCI. The PTC Support Team manages this with OIS involvement as needed. When Phase 2 of the PTC Project begins, these data-sharing processes will become automatic.

If the voucher is created successfully in Mainframe, the system will display the voucher number as it normally would. It will, however, alert the user if there is an error when sending to OR PTC DCI. These errors can be seen on the HATH and OATH screens. It is the PTC Support Team's responsibility to continuously work these errors, but as a staff member you may want to know what each error means.

- **Manual Voucher Error:** You will see this error when a voucher was not successfully sent to OR PTC DCI. The PTC Support team is notified and responsible for working/resolving these errors daily. You do not need to take any action.

```
JH083 Voucher 21000239 created. Error when sending to PTC
```

- **ONGO Error Message:** You will see this error when an ONGO record was not successfully sent to OR PTC DCI. The PTC Support team is notified and responsible for working/resolving these errors daily. You do not need to take any action.

```
Err Code: F9=OnGoing Authorization  
Msg: 83 Vchr 21000247 added. PTC Send Error. ONGO Auth added until 08/01/2021
```

- **Reprinting a Voucher:** Per policy, vouchers can be reprinted for up to one year, or 365 days after the service date. As we have been using OR PTC DCI for over a year, you will not be able to print vouchers.
 - If you try to reprint a voucher for a pay period starting with your office's go-live date and after, the HATH screen will resave the print flag to an "N" on the voucher file. You will also receive an online screen error.

```
Err Code:  
Msg: JH085 Print request not allowed. Voucher to PTC
```

- If a provider asks how to enter past time for pay periods beginning on or after September 12, 2021 (or August 1, 2021 for pilot), they should be instructed to use either the OR PTC DCI Landline or OR PTC DCI Web Portal to enter their historical time entries. If the pay period in question is more than a year in the past, follow [2.3.0 Entries Claimed After 365 Days](#).

Related articles

- [Business Process - Over and Underpayments](#)
- [Staff Learning Materials Catalog](#)
- [QRG - Resetting Passwords in OR PTC DCI](#)
- [Guide - Profile Management](#)
- [QRG - Profile Requests for OR PTC DCI](#)