



How to Resolve (GTC) W2 Processing Errors:

If your W2 file upload was rejected by the Georgia Department of Revenue because it contained errors, please review the information below and contact your software vendor to resolve any errors.

Step #1. Sign into the Georgia Tax Center @ <https://gtc.dor.ga.gov>

Step #2. Review your specific "ErrorMessage" acknowledgement file that was attached to the System Message Board notice you received. You can forward your acknowledgement file to your software vendor for assistance correcting any errors.

Step #3. Search for the words "ErrorMessage" in the file that was rejected. If the file contains any rejected employers/records, searching for "ErrorMessage" will help you find what the problems are. In the sample error files below, look for the highlighted sections for help on what to search for in addition to "ErrorMessage". and contact your software vendor to correct any errors.

Step #4. Please do NOT re-submit your information until you have contacted your software vendor and corrected any errors.

Step #5. After you have corrected any errors, log into the GTC Web Site @ <https://gtc.dor.ga.gov> and under your account upload your corrected file.

Step #6. Continue to check your GTC System Message Board for any updated information in reference to processing your corrected W2 file.

REFERENCE: Examples - W2 Processing Errors:

Sample Error Message

1. Sample Error Message

Unit of Work

```
<Transmission xmlns="https://etax.dor.ga.gov/"
xmlns:efile="http://www.irs.gov/efile">
  <TransmissionAcknowledgment xmlns="">
    <AcknowledgmentTimestamp>2011-05-
22T15:56:26</AcknowledgmentTimestamp>
    <TransmissionStatus>Accept</TransmissionStatus>
    <TrackingId />
  </TransmissionAcknowledgment>
  <AcknowledgementList>
    <Count>1</Count>
    <AcceptCount>0</AcceptCount>
    <RejectCount>1</RejectCount>
  <Acknowledgement>
    <DocumentID>999999999</DocumentID>
    <EIN>999999999</EIN>
    <StateCode>GA</StateCode>
    <TaxYear>2010</TaxYear>
    <ErrorList ErrorCount="1">
      <Error ErrorId="1">
        <ErrorCategory>Unit-of-Work</ErrorCategory>
        <RuleNumber>66</RuleNumber>
        <ErrorMessage>Each RE record must contain a valid Employer
Identification Number (EIN) in position 8-16.</ErrorMessage>
        <Severity>Reject</Severity>
        <LineNumber>2</LineNumber>
        <Position>0</Position>
      </Error>
    </ErrorList>
  </Acknowledgement>
</AcknowledgementList>
</Transmission>
```

2. Sample Error Message

Unit of Work

```
<?xml version="1.0" encoding="utf-8"?>
<Transmission xmlns="https://etax.dor.ga.gov/"
xmlns:efile="http://www.irs.gov/efile">
  <TransmissionAcknowledgment xmlns="">
    <AcknowledgmentTimestamp>2011-05-
31T15:09:37</AcknowledgmentTimestamp>
```

```

<TransmissionStatus>Accept</TransmissionStatus>
<TrackingId />
</TransmissionAcknowledgment>
<AcknowledgementList>
  <Count>99</Count>
  <AcceptCount>0</AcceptCount>
  <RejectCount>99</RejectCount>
  <Acknowledgement>
    <DocumentID>9999999999</DocumentID>
    <EIN>999999999</EIN>
    <StateCode>GA</StateCode>
    <TaxYear>2010</TaxYear>
    <ErrorList ErrorCount="1">
      <Error ErrorId="1">
        <ErrorCategory>Unit-of-Work</ErrorCategory>
        <RuleNumber>38</RuleNumber>
        <ErrorMessage>Each employer must have at least one RS
record.</ErrorMessage>
        <Severity>Reject</Severity>
        <LineNumber>10746</LineNumber>
        <Position>0</Position>
      </Error>
    </ErrorList>

```

3. File(s) uploaded successfully

```

<Count>1906</Count>
<AcceptCount>1906</AcceptCount>
<RejectCount>0</RejectCount>

```

<Count>1906</Count> This is the specific number of files you sent the Department of Revenue)

<AcceptCount>1906</AcceptCount> This is the specific number of files the Department of Revenue accepted

- **These numbers should be the same**

And the

<RejectCount>0</RejectCount> *(This should = 0 if your files did NOT have errors)

4. Sample Error Message

Fatal Error

```

<?xml version="1.0" encoding="utf-8"?>
<Transmission xmlns="https://etax.dor.ga.gov/"
xmlns:efile="http://www.irs.gov/efile">
  <TransmissionAcknowledgment xmlns="">

```

```
<AcknowledgmentTimestamp>2011-05-31T15:09:19</AcknowledgmentTimestamp>
<TransmissionStatus>Reject</TransmissionStatus>
<TrackingId />
<ErrorList ErrorCount="1">
  <Error ErrorId="1">
    <ErrorCategory>Transmission Value</ErrorCategory>
    <RuleNumber>12</RuleNumber>
    <ErrorMessage>The RA record must contain a contact
name.</ErrorMessage>
    <Severity>Reject</Severity>
    <LineNumber>1</LineNumber>
    <Position>0</Position>
  </Error>
</ErrorList>
</TransmissionAcknowledgment>
</Transmission>
```

Additional Questions & Answers:

Q. How do I find the specific accounts in error?

A. Search for the words “ErrorMessage” in the file that was rejected or may contain rejected records. If the file contains any rejected employers/records, searching for “ErrorMessage” will help you find what the problems are. In the sample error files below, look for the highlighted sections for help on what to search for in addition to “ErrorMessage”.

Q. What are the specific W2 Processing Errors and what do they mean?

A. Fatal = (The entire file failed, all information must be resubmitted) This type of error is a file level error. Fatal errors are file format errors for example a record (line) is either missing or in the wrong position in the file

Unit of Work = (Some of the files were processed, resubmit the employer file) unit of work errors are employer level errors. Most errors of these errors are caused by missing or invalid date.

Transmission Value = (The entire file failed, all information must be resubmitted) this type of error is a file level error. They are caused by missing contact information, please verify all contact information is correct and resubmit the file

Transmission Total = (The entire file failed, all information must be resubmitted) this type of error is a file level error. It happens when the number of W-2s in the file did not match the number of W-2 reported in the W-2 total fields

Q. Why did I receive a confirmation number if there were errors?

A. The confirmation number was given to acknowledge receipt of the files only.

Q. Will this impact the CSV Files I sent to the Georgia Department of Revenue?

A. No, if you submitted your 2010 W2 files via CSV format you are NOT impacted by these errors

Q. Where do I find my specific error acknowledgement file?

A. The file will be attached to the GTC System Message Board notice that was sent from the Georgia Department of Revenue.

Q. Can I compare the counts in the Transmission Acknowledgement file?

A. Yes, you can compare the counts you sent to the department of revenue against the number of files we accepted.

Complete List of GTC W2 Processing Error Messages:

Error Group	Record Type	Field Name	Error Description
Fatal	ALL		The RA record is required as the first record type.
Fatal	ALL		An RA record cannot appear in any position other than the first record in a file.
Fatal	ALL		The RF record is required as the last record type.
Fatal	ALL		The RF record cannot appear in any position other than the last record in the file.
Fatal	RE		Each employer must have one and only one RT record.
Fatal	ALL		An RE record is required as the second record type.
Fatal	ALL		An RW record is required as the third record type.
Fatal	RT		An RT record must immediately precede one of the following record types: RU, RV,

				RE, or RF. Each employer must begin with an RE record and end with an RT record.
	Fatal	RT		An RT record must immediately follow one of the following record types: RS, RO, or RW. Each employer must begin with an RE record and end with an RT record.
	Fatal	ALL		MMREF1/EFW2 formatted records must each contain exactly 512 characters.
	Fatal	RV		An RV record must immediately precede one of the following record types: RE or RF. Each employer must begin with an RE record and end with an RT or RV record.
	Fatal	RV		An RV record must immediately follow one of the following record types: RT or RU. Each employer must begin with an RE record and end with an RT or RV record.
	Fatal	ALL		The first two characters of each record must be one of the following: RA, RE, RW, RO, RS, RT, RU, RV, RF.
	Transmission Total	RT	Number of RW Records	The field "Number of RW records" in position 3-9 of the RT record must match the actual RW count.
	Transmission Total	RF	Number of RW Records	The field "Number of RW records" in position 8-16 of the RF record must match the actual

				RW count.
Transmissi on Value	RA	Contact Name		The RA record must contain a contact name.
Transmissi on Value	RA	Contact Phone Number		The RA record must contain a contact phone number.
Unit- ofWork	RE	Employer Identification Number		Each RE record must contain a valid Employer Identification Number (EIN) in position 8-16.
Unit-of- Work	RE	Employer Name		The RE record must contain an employer name in position 40-96.
Unit-of- Work	RS	State Code		Each RS record must contain a valid numeric state code in position 274-275. Valid numeric state codes are available in the MMREF1/EFW2 Appendix F.
Unit-of- Work	RS	State Income Tax Withheld		Each RS record must contain an 11-digit, right justified, zero filled "State Income Tax Withheld" amount in position 287-297
Unit-of- Work	RS	State Taxable Wages		Each RS record must contain an 11-digit, right justified, zero filled "State Taxable Wages" amount in position 276-286
Unit-of- Work	RE	Tax Year		The RE record requires a 4-digit tax year in position 3-6. The tax year cannot be greater than the current year or more than 4 years in the past.
Unit-of- Work	RE			Each employer must have at least one RS

				record.
Unit-of-Work	RE			Each employer must have at least one RW record.
Unit-of-Work	RE	Agent Indicator Code		Each RE record must contain a valid agent indicator code in position 7
Unit-of-Work	RE	Agent for EIN		Since you indicated that you are an agent in position 7 of the RE record, that record must contain a valid Employer Identification Number (EIN) in position 17-25.
Unit-of-Work Fatal	RS			Each RS record must immediately follow one of the following record types: RS, RO, or RW.
Unit-of-Work Fatal	RS	State EIN		Each RS record must contain a valid 7 number, 2 letter state withholding ID in position 331-339
Fatal	ALL			The RA record is required as the first record type.
Fatal	ALL			An RA record cannot appear in any position other than the first record in a file.
Fatal	ALL			The RF record is required as the last record type.
Fatal	ALL			The RF record cannot appear in any position other than the last record in the file.

Additional Reference Information:

Record Specifications - Quick Links:

RS Record Specifications @

http://www.gataxinfo.org/Content/Documents/2010_MMREF_Specifications_04112011.pdf

IRS Record Specifications (RA, RE, RW, RO, RS, RT, RU, RV, RF) @

http://www.irs.gov/pub/irs-pdf/p1220_09.pdf

W2 @ <http://www.ssa.gov/employer/efw/11efw2.pdf>

W2C @ <http://www.ssa.gov/employer/efw/11efw2c.pdf>