

## OARRS Wholesale Errors in Reporting Guide

This guide aims to help explain any errors or warnings users may encounter from submitting data to OARRS. Below you will find extended definitions for any messages included in your “Wholesale Data Submission Report” email.

For additional details on OARRS formatting and reporting, please see our [guide](#). Go to page 11 in the guide to skip ahead to file formatting details.

**Message:** *Error: Invalid transaction code*

**Explanation/Solution:** We only accept the following transaction codes:

- Code Z is used for a Zero Report
- Code S is used to report a sale
- Codes R and V are used to report a return or void

**Message:** *Error: Invalid DEA number*

**Explanation/Solution:** The DEA number you’re reporting for was not found in our database. Verify your DEA number before re-submitting.

**Message:** *Error: Invalid customer DEA number*

**Explanation/Solution:** The DEA number of this customer was not found in our database. Please verify the number and re-submit.

**Message:** *Error: DEA number is not associated with your account*

**Explanation/Solution:** You may only submit data for DEA numbers that are in your OARRS account. You may update the DEA numbers associated with your account by logging into your OARRS Wholesaler account at <https://www.ohiopmp.gov/>, and then navigate to the “Manage Relationships” page.

**Message:** *Warning: A pre-existing OARRS reporting exemption for DEA: "DEA####" has been voided as a result of submitting data for it*

**Explanation/Solution:** Your account had previously submitted an OARRS Reporting Exemption for this DEA number. As a result of this reported transaction, the reporting

exemption has been cancelled. You are now required to submit monthly OARRS reports for the DEA number listed.

**Message:** *Error: Invalid invoice date*

**Explanation/Solution:** The invoice date must be formatted as MMDDYYYY. For example, if your invoice date is January 15, 2024, then you'd supply "01152024" as the date in your file.

**Message:** *Error: Invalid invoice date. Cannot be a future date*

**Explanation/Solution:** The date was interpreted as a date in the future. We only accept historical data.

**Message:** *Error: Invalid NDC code*

**Explanation/Solution:** The supplied NDC code was not found in our drug database, so OARRS cannot confirm if this is a legitimate transaction. If you're reporting a new drug that is not yet in our drug database, you may submit an exception for the drug by logging into your OARRS Wholesaler account at <https://www.ohiopmp.gov/>, and then navigate to the "Add Rejected NDC" page.

**Message:** *Error: Invalid quantity. Must be a positive number*

**Explanation/Solution:** Quantity must have a value greater than zero. Remove any hyphens or other non-numeric characters from this field.

**Message:** *Error: You must provide a reason, of at least 10 characters in length, for shipping this order.*

**Explanation/Solution:** When submitting a suspicious order, you must supply a reason for shipping the order. Your descriptive reason must be between 10 and 255 characters in length.

**Message:** *Error: Invalid value for the "Order Shipped" field*

**Explanation/Solution:** We only accept 'Y' or 'N' in this field, to denote if you did or did not ship the order.

**Message:** *Error: Invalid value for the "Previous Suspicious Orders" field*

**Explanation/Solution:** We only accept 'Y' or 'N' in this field, to denote if this customer has previously placed an order that you deemed suspicious.

**Message:** *Error: You must provide a reason, of at least 10 characters in length, for suspecting the order being suspicious.*

**Explanation/Solution:** When submitting a suspicious order, you must supply a reason for suspecting the order as being suspicious. Your descriptive reason must be between 10 and 255 characters in length.

**Message:** *Error: Invalid value for the Suspicious field*

**Explanation/Solution:** We only accept 'Y' or 'N' in this field, to denote if this order is suspicious.

**Message:** *Error: You must supply a compliance officer name for any suspicious orders*

**Explanation/Solution:** When submitting a suspicious order, you must supply the full name of a compliance officer.

**Message:** *Error: You must supply a compliance officer email for any suspicious orders*

**Explanation/Solution:** When submitting a suspicious order, you must supply a contact email for your compliance officer.

**Message:** *Error: Invalid compliance officer email address*

**Explanation/Solution:** The email address provided appears to be invalid. Please verify the email address before submitting again.

**Message:** *Error: You must supply a compliance officer phone number for any suspicious orders*

**Explanation/Solution:** When submitting a suspicious order, you must supply a contact phone number for your compliance officer.

**Message:** *Voided Transaction Failure: No matching record found*

**Explanation/Solution:** We did not detect the presence of a previously submitted sale matching the description of your "void" or "return" in our database.

To successfully void a sale, your void must match a previous submission based on your DEA number, customer's DEA number, NDC code, and the quantity must be less than or equal to the quantity of the original sale(s).

**Message:** *Voided Transaction Failure: No matching suspicious orders found*

**Explanation/Solution:** We did not detect the presence of a previously submitted suspicious order matching the description of your "void" or "return" in our database.

To successfully void a suspicious order, your void must match a previous submission based on your DEA number, the customer's DEA number, NDC code, quantity, and invoice date.

**Message:** *Voided Transaction Failure: The amount to be voided/returned is larger than the quantity of all matching sales*

**Explanation/Solution:** We were able to match this data to other sale(s) in our database, but the quantity you're attempting to submit is greater than what is in our system. The quantity for this void/return must be resubmitted with a lower value.

**Message:** *Voided Transaction Failure: You must provide a comment, of at least 10 characters in length, to describe why you're voiding this suspicious order.*

**Explanation/Solution:** When voiding a suspicious order, you must supply a reason for the void in the “Comments” field. Your descriptive reason must be between 10 and 255 characters in length.