

Limbo Rejection Codes:

Limbo Error	Possible Cause of Limbo Error	Corrective Action
NA-----	No account number on transaction.	Assign the proper account number.
ND-----	No delivery data in master file record	Enter any delivery information to the master fil, ie. Tank size, driver # or delivery route.
NM-----	<ol style="list-style-type: none"> 1. There is no master file account open for the account number indicated . – or- 2. The account number entered on the transaction is wrong. 	<ol style="list-style-type: none"> 1. Verify that the account number is correct on the transaction, -or- 2. Open a new account with the Update Customer Master File option in the Daily Menu.
DM-----	Deleted Master File. The account's master file record has been deleted.	Verify that the right account number is on the transaction and, if so, activate the master file account.
---DD---	Date or Degree Day error. Delivery date is beyond the latest Degree Day entered -or- the transaction date is at least 30 days old.	<ol style="list-style-type: none"> 1. Enter the correct date on the transaction –or- 2. Update the degree day file to the current date.
----WC--	<ol style="list-style-type: none"> 1. Required tank capacity in master file is missing or 2. The number of gallons delivered exceeds tank capacity 	Verify <ol style="list-style-type: none"> 1. The delivery is to the right account number,-or- 2. The tank size is correct in the master file.

-WC--
%Hi-

Either the tank size is too small -or-the percentage the tank was filled to, is too high, given the number of gallons delivered, and when compared with the percentage the tank was filled to on the previous delivery. It is as if the customer's tank is making gas instead of using gas. (ie. This tank could not have been filled to this percentage with the delivered number of gallons.)

Confirm that:

1. The proper tank size is in the Master File,
2. The proper transaction percentage (filled to) was entered,
3. The correct "previous percentage full" figure is in the Master File, and
4. The proper account number is on the transaction

WC-%Lo

Either the tank size is too large or the percentage the tank was filled to, given the number of gallons delivered, is too low. This tank should not have been filled to a higher percentage for the delivered number of gallons.

Confirm that:

1. The proper tank size is in the Master File,
2. The proper transaction percentage (filled to) was entered.

--%----

Required "Percentage Filled To" is missing from a bulk gas delivery.

Add the missing percentage to the transaction. This figure is used by the delivery forecasting programs so it's best to get accurate percentages from the driver whenever possible.

---T#--

Tank number indicated on transaction not found in the tank file.

Verify that:

1. The correct tank # is in the transaction,
2. The correct tank #id in the tank file, and
3. The transaction tank # matches the number in the tank file.

---TM--	Tank pickup transaction for a metered tank that still has meters assigned to it.	<ol style="list-style-type: none"> 1. Be sure that the correct tank is on the transaction, and 2. Close out the meter assigned to the tank #.
----TN--	Tank Rent Credit issued exceeds the tank rent amount in the tank file.	Reduce the rent credit to no more than the rent amount in the tank file.
----TQ--	Cylinder pickup transaction for more cylinders than in service for the month and size specified.	Be sure that the proper when due and UI was entered. Check the # of cylinders in the tank transaction against the rented # in the tank file.
----TS--	<p>Tank Status error. Tank install transaction for a tank that is in service already, or</p> <p>Tank pick up transaction of tank that is not in service.</p>	<ol style="list-style-type: none"> 1. If the tank is being moved between accounts, check the Sales Journal for a pickup transaction of the same tank (meaning the pickup and the install transaction were entered since the last update). If found, the error will clear automatically on the next update. Or 2. Check the tank file. Check the status and account number fields to determine where the tank is and whether or not it is available for pickup or installation.
----TU--	Tank Unit of Issue does not match the "Tank Type" (TK for tanks or the cylinder size for cylinders).	Verify Tank or Cylinder Units of Issue or correct the tank file.

----TW--	Tank When Due Error	<p>If rented, when due must be</p> <p>00= Monthly</p> <p>01-12= Annual</p> <p>Q1-3 = Quarterly</p> <p>S1-6 = Semiannual</p>
----TX--	<p>Attempt made to pick up a tank that is assigned to a different account from the account on the transaction.</p>	<p>Correct either the transaction account # or tank #, whichever is in error.</p>
----TY--	<p>No Yard cylinders exist for the cylinder size (UI) specified.</p>	<p>Check and correct (if necessary) the cylinder size (Unit of Issue) on the transaction, or add more yard cylinders to the tank file.</p>
---TCR-	<p>Tank Rent Credit: the credit given in data entry doesn't match rent amount in tank file.</p>	<p>Check the rent amount in the tank file to verify proper credit.</p>
-----MH	<p>Meter Reading is high. The meter reading exceeds reasonable quantity when compared to previous reading.</p>	<ol style="list-style-type: none"> 1. Verify that the transaction is on the proper account. 2. Verify the transaction meter reading. 3. Verify the previous reading in the meter file. 4. Verify that the number of meter digits in the meter file is correct.
-----MN	<p>Meter reading produces a negative quantity used.</p>	<p>Perform the same checks as for the "MH" error above.</p>

-----M#	Meter Serial number is missing from a first meter transaction on a new meter account.	Enter "M#" followed by the meter serial number in the "Name/Serial" field on the transaction.
-----M\$	Meter price has not been established in the price file for branch, pcode & unit of issue.	<ol style="list-style-type: none"> 1. Check the transaction for the proper unit of issue, or 2. Check the Price file to be sure there is a base pcode & unit of issue.
-----MX	Account number on the meter transaction does not correspond to the account number in the meter file.	Correct either the transaction or the meter file to the proper account.
-----M@	The Meter's unit of issue was not specified in the Constants file/	Enter the meter unit of issue in the Constants file with the proper conversion factor to the standard unit of issue (usually to gallons).
-----M?	Meter transaction specifies a meter # that is different from the meter # on the customer account.	Either correct the meter transaction to the proper number, or – remove the improper meter # from the customer's account. Only one meter may be assigned per customer.
-----MD	Meter Digits: the number of digits in the transaction meter reading doesn't correspond to the number of digits in the meter file.	Change the transaction meter reading or the meter number of digits in the meter file to the proper value.
-----ML	The Last Billing Date entered in the Master file is not valid.	Change the last billing date to the proper date and be sure it is entered in YYMM format.

----@--	Invalid unit of issue or unit of issue not in "Constants" file.	Correct unit of issue (or) enter U/I in "Constants" file.
--X----	Invalid sales tax code.	Correct the tax code on the transaction.
\$-----	Dollars on a non-chargeable or non-cash transaction.	Change the transaction to the appropriate cash or charge code.
---\$---	Invalid Customer Deposit. The transaction would give the customer's refundable deposit field a credit balance.	Check that this deposit is on the right account, or that a refund has not been issued.
-----PR	There is no price setup in the price file for the transaction product code. Note This error can occur on PC computer systems if ALL columns (oldest, previous, and current) are not filled.	Enter the price for the branch/product code in the price file or enter a price in the oldest, previous, and current fields.
-----PC	Required Product Code is blank on the transaction or either deleted or not setup in the product code file.	Add the correct product code to the transaction, change status on the product code file or create the product code in the product code file.
-----	Ran statements before the End of the Month.	Run End of the Month and post Limbo.
--CGPR	Missing Contract number	Add contract number in contract field
----UC-	There are not enough cylinders on yard to account for transactions.	Correct the number of cylinders in the cylinder file.