

WIB Salesforce Error Troubleshooting Guide

Wholesale

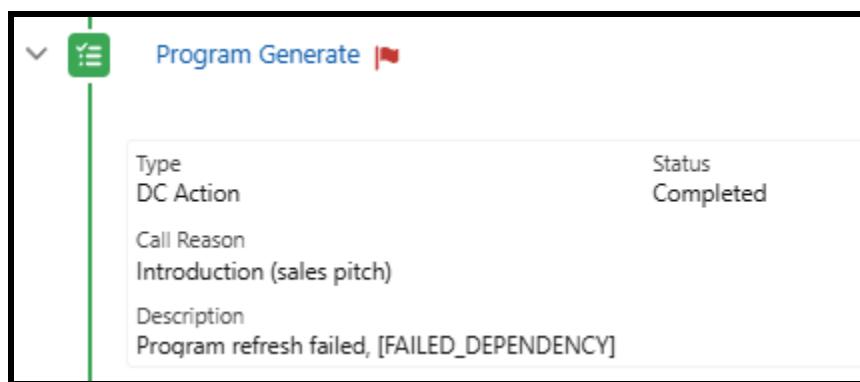
07.2025

Summary: This document outlines common errors seen within WIB Salesforce Instance and how to troubleshoot them.

Audience: (Responsibility) Wholesale

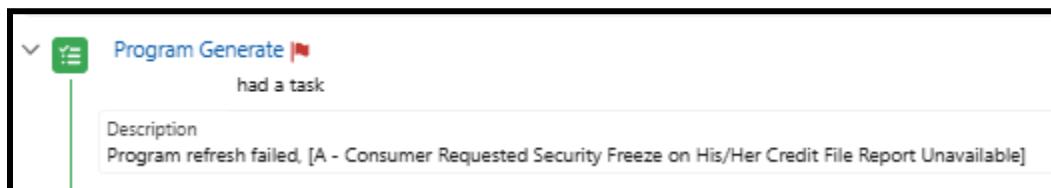
Credit Pull Errors:

(FAILED_DEPENDENCY) Error



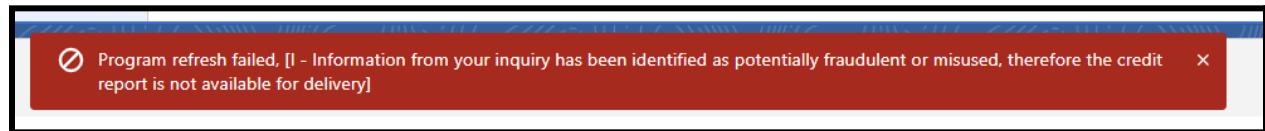
The client's CR may have Vermont on it as a state (maybe previously lived in) which is unacceptable. DC will need to upload their own CR and manually add the debts and we can get verification on their current address.

Consumer Requested Security Freeze Error



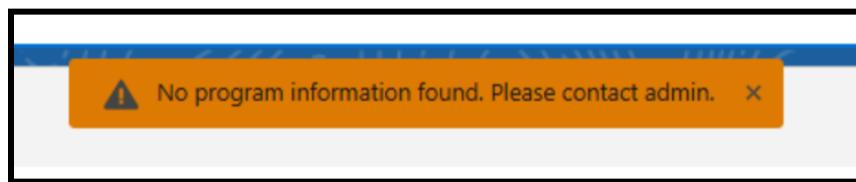
Please double check that all the client PII is correct (name, DOB, address, SSN, etc.) and then try to pull again. If you are getting that error again, the client will need to provide a copy of their own CR and then you will need to manually upload the debts.

Fraudulent Credit Pull Error



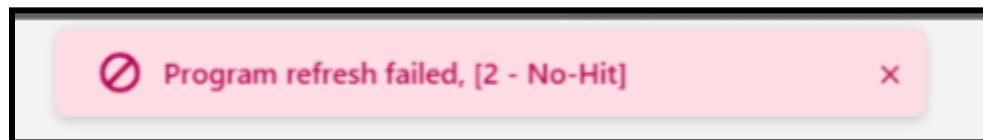
Anytime you see this error, please make sure you double check all of the client PII (name, address, DOB, SSN). If you are still having that error after checking all of that, clients will need to pull their own credit report from annualcreditreport.com and you will need to manually update the debts.

No Program Found Error



Please double check that all the client PII is correct (name, DOB, address, SSN, etc.) and then try to pull again. If you are getting that error again, the client will need to provide a copy of their own CR and then you will need to manually upload the debts.

Program Refresh Failed, [2 - No-Hit] Error



Please double check that all the client PII is correct (name, DOB, address, SSN, etc.) and then try to pull again. If you are getting that error again, the client will need to provide a copy of their own CR and then you will need to manually upload the debts.

Debt Table Errors:

External Debt Acceleration Loan Error

Ineligible Reason: external-debt-acceleration-loan

It looks like the client opened up the Debt Settlement Accelerated Loan account within the last 6 months. Per our guidelines, the client would not be eligible for enrollment as this is a Debt Settlement Acceleration Loan and the loan was taken out within the previous 6 months.

Clients are **NOT** eligible for enrollment where either of the following two conditions are true:

- Condition 1:
 - Consumer originated a Debt Settlement Acceleration Loan within the previous 6 months.
- Condition 2:
 - The consumer is trying to enroll just one account in their program, and that account is a Debt Settlement Acceleration Loan.

Total Estimated Debt Error

Total Estimated Debt not equal to sum of debt accounts

Recalculate the program. Push/Pull. If still having issues, reach out to the WES team for assistance.

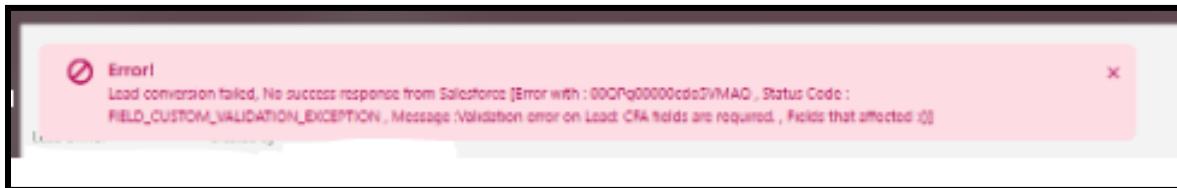
Submitting to UWing Errors:

Active SSN Error



The reason for this error is because there are multiple leads with the same client, client, or co-client could be enrolled into the program. Please reach out to the WES team to assist.

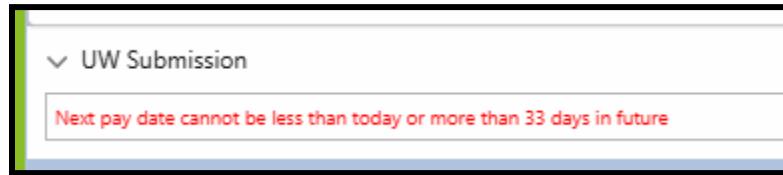
CFA Custom Field Error



| | |
|---|---|
| \$0 Transportation Justification | <Required if Transportation = \$0> Uses family |
| Food (groceries, snacks and eating out) | \$0.00 |
| \$0 Food Justification | <Required if Food (groceries, snacks and eating out) = \$0> lives with family |

Anytime a DC adds a comment into the CFA everything needs to be deleted from the text box and then add the comment in. You will always get this error if the required field comment is left in the text box. Just have the DC double check the entire CFA.

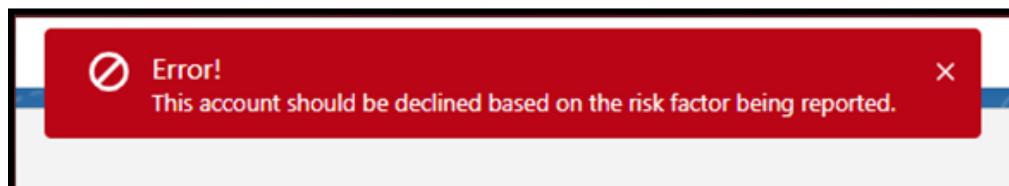
Next Pay Date Error



File has been submitted to UWing - moving forward, to fix this and submit to UWing, you will remove the draft date and then push the next pay date out further THEN submit to UWing. Once the file is approved, you are able to update the start date.

Client Banking Errors:

Risk Factor Error



The client will need to provide updated banking information. It looks like there is a risk factor on their bank account and they will need to provide a new routing/account number for us to move forward.