Duplicate Documents Error on ETS voucher

PPC is aware of a sporadic glitch happening in FSMS that may cause an erroneous rejection error to be received by ETS. After the AO approves a voucher in ETS and a "rejected by agency" error is received for Duplicate Document number, please do the following before submitting a PPC ticket.

1. Check the Trip history to see if there is a line 3 or 4 above the reject error that reads "Message from USCG-FSMS:APPROVED". This reject usually occurs approx. 30 minutes after the voucher was approved and successfully received.

22Jul24 Mon 09:31AM - Trip	Voucher 1 current status: Closed Voucher
22Jul24 Mon 09:31AM - Current status: Closed Voucher	
22Jul24 Mon 09:33AM - Voucher Request Approved by USCG-FSMS for Trip Id:	Voucher:1
22Jul24 Mon 09:33AM - Message from USCG-FSMS:APPROVED	
22Jul24 Mon 10:00AM - Trip	Voucher 1 current status: Pending Voucher Approval (Rejected by Agency)
22Jul24 Mon 10:00AM - Current status: Authorization Approved	
22Jul24 Mon 10:00AM - Voucher Request Rejected by USCG-FSMS for Trip Id	, Voucher:1
22Jul24 Mon 10:00AM - Message from USCG-FSMS:Error: Validation Error :Duplicate Document Number	

2. If the message is present, please wait 5-7 business days as the payment has most likely been received by FSMS and will process for payment. Once payment is verified, the AO should submit a PPC ticket to have the voucher manually closed in ETS as it has paid out successfully.
3. If the message is not present or payment was not received, then a PPC ticket may be submitted to start troubleshooting.