Cannot Re-transmit Citations and Crashes

 (/help/pdfexport/id/5b2965dc6e121cdf4f59c97e)

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You can't re-transmit a <u>transmitted </u>citation that isn't on the WIJIS workflow or a Crash form that isn't at DOT. The TraCS 2017 Fall Pack added a new field called "State Transmission Receipt ".Once a form has been transmitted to either WIJIS or DOT the word "TRANSMITTED" or a number is put in the "State Transmission Receipt" field. After that the form can't be transmitted again to WIJIS or DOT until the "State Transmission Receipt" field no longer says "TRANSMITTED." The forms can always be transmitted to RMS.

Sometimes when the WIJIS workflow is extremely busy, it will report that the citation has been received successfully, but later it rejects the citation after the transmission is completed in TraCS. This leads to a false positive status for the citation, which prevents the citation from being sent to the WIJIS Workflow again. Clearing the "State Transmission Receipt" field will allow the citation to be sent to the WIJIS Workflow again.

Here is the process for removing the State Transmission Receipt.

Use the <u>Update Transmission Status</u> button can be used to change the "State Transmission Receipt" field. TraCS users must have Supervisor access rights to use this feature.

How to transmit a citation again:

1.Highlight the form in Forms Manager

2.Click the "Data Transfer" tab and then the "Update Transmission Status" button as shown above.

3.Select "Remove State Transmission Status."

4.Click OK to change the form status to "Failed Transmission."

5.Transmit the form as you normally would.

   Note: The form's "State Transmission Receipt" field should be blank.

—1/17/2018 DAR

—06/11/2018 AH