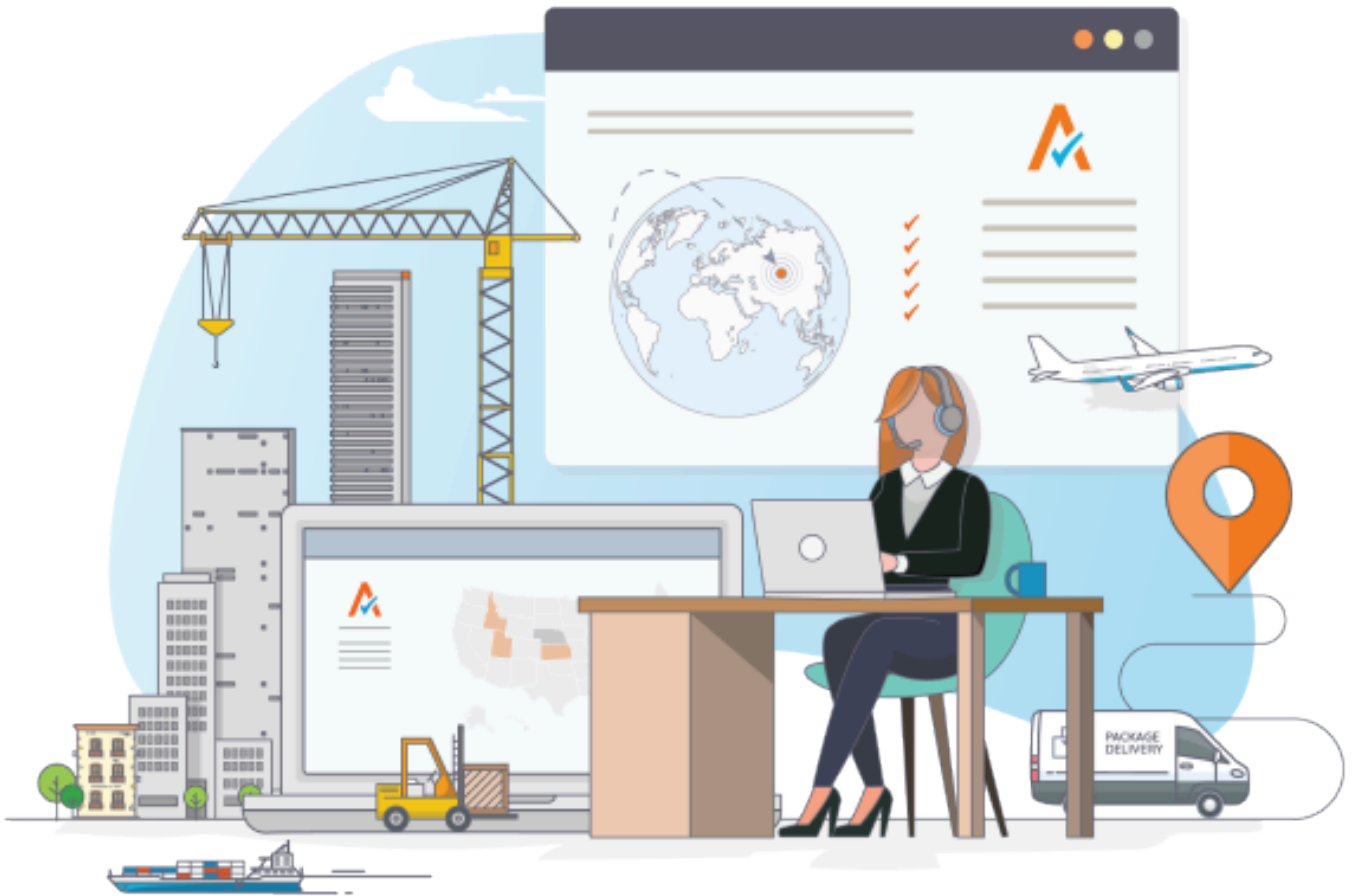




# Avalara CertCapture



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# Fix CertCapture API errors

## About this task

CertCapture sends exemption certificate data to AvaTax via an API call. If there are issues with the customer or certificate data that prevent the API call from being sent, the CertCapture document History tab displays the error messages. Here are some common error messages you may see and how to resolve them.

To see a full list of unresolved API errors on all certificates, [generate a Failed API Calls report](#).

## CertCapture API error messages

This table lists the error messages that you see on a certificate history. It also explains what they mean and what caused them.

Error message	What it means	How to fix it
Reason Code X isn't exempt in region(s): XX. (Invalid ExemptReasonId and region combination)	The exemption reason is invalid for these regions. For multijurisdictional certificates, the exemption reason must be valid for all regions.	<ul style="list-style-type: none"> <li>To change the exemption reason, go to the certificate Details tab. Then, select Edit to enter a new exemption reason.</li> </ul> <p>See the exempt reason matrix for the U.S. and Canada to see the reasons that are valid for each region.</p> <ul style="list-style-type: none"> <li>If a different exemption reason doesn't work, consider <a href="#">revalidating</a> the certificate excluding the regions listed here.</li> </ul>

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<b>Error message</b>	<b>What it means</b>	<b>How to fix it</b>
Certificate exempt reason doesn't exist in AvaTaxCalcApi.	The exemption reason isn't available in AvaTax.	To change the exemption reason, go to the certificate Details tab and then select Edit to enter a new exemption reason. See the exempt reason matrix for the U.S. and Canada for a full list of exemption reasons.
DocumentRefNo is required. (This value must be specified.)	The exemption certificate is a single-use certificate, but doesn't have a certificate PO number.	Go to the certificate Details tab and select Add PO Number.
CustomerName is required. (This value must be specified.)	The Customer Name field is empty for at least one of the customers linked to the certificate.	<ol style="list-style-type: none"> <li>1. Go to the certificate <b>Customers</b> tab to find the linked customer missing a name.</li> <li>2. Select the customer number.</li> <li>3. On the customer <b>Details</b> tab, select <b>Edit</b> to enter the customer name.</li> </ol>
The certificate customer(customer number) doesn't contain an address.	The Address Line 1 field is empty for the customers listed here.	Go to the Details tab for each customer and then select Edit to enter the street address.
Address1 length must be	The Address Line 1 field is too	<ol style="list-style-type: none"> <li>1. Go to the certificate</li> </ol>

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<b>Error message</b>	<b>What it means</b>	<b>How to fix it</b>
between 1 and 50 characters.	long for at least one of the customers linked to the certificate.	<p><b>Customers</b> tab to find the linked customer with a street address longer than 50 characters.</p> <p>2. Go to the customer <b>Details</b> tab and then select <b>Edit</b> to adjust the street address.</p>
The Address Line 2 field is too long for at least one of the customers linked to the certificate.	The Address Line 2 field is too long for at least one of the customers linked to the certificate.	<p>1. Go to the certificate Customers tab to find the linked customer with a street address longer than 50 characters.</p> <p>2. Go to the customer <b>Details</b> tab and then select <b>Edit</b> to adjust the Address Line 2 field.</p>
The certificate customer(customer number) doesn't contain a city.	The City field is empty for the customers listed here.	Go to the Details tab for each customer and then select Edit to enter the city name.
Region is required. (This value must be specified.)	The Region field is empty for a customer linked to the certificate.	<p>1. Go to the certificate <b>Customers</b> tab to find customer addresses missing a state or province.</p> <p>2. Select the customer number.</p>

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Error message	What it means	How to fix it
		3. On the customer <b>Details</b> tab, select <b>Edit</b> , and then select the state or province name.
The certificate customer(customer number) doesn't contain a zip.	The ZIP field is empty for the customer numbers listed here.	Go to the <b>Details</b> tab for each customer and then select <b>Edit</b> to enter the ZIP Code.
The certificate customer(customer number) isn't associated to a country.	The Country field is empty for the customer numbers listed here.	Go to the <b>Details</b> tab for each customer and then select <b>Edit</b> to enter the country name.
Certificate record couldn't be found or didn't meet send credentials.	Typically, this means the certificate's effective date is in the future.	<ul style="list-style-type: none"> <li>• Go to the certificate <b>Details</b> tab and then select <b>Edit</b> to change the effective date.</li> <li>• If you intentionally set a future date on the certificate, you don't have to take any action. CertCapture will send a new API call on the effective date you chose.</li> <li>• If the certificate isn't future-dated, open a support case to get help resolving the error.</li> </ul>
ExemptCertDetail.IdNo is	The certificate Tax ID field is	Go to the certificate Details tab

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<b>Error message</b>	<b>What it means</b>	<b>How to fix it</b>
required.	empty. A Tax ID is required for exemption certificates in SST states.	and then select <b>Edit</b> to enter a tax ID.

### Related tasks

- [Create a Failed API Calls report](#)
- [Edit customer details](#)
- [Edit a document](#)

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