

00 -Approved

Approved. The transaction completed successfully

The transaction was approved

Who to Contact**Contact Details****Related Files****01 -Card Read Error**

There has been an error with the card. Refer to card issuer.
Contact the appropriate card issuer for an authorisation

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files**02 -Card Read Error**

There has been an error with the card. Refer to card issuer's special
condition.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files**03 -System Error**

The merchant is invalid

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files**05 -System Error**

Do not honour

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

06 -System Error

System Error

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

08 -Approved

Honour with identification

The transaction was approved with signature

Who to Contact

Contact Details

Related Files

12 -Tran not allowed

Transaction type not accepted

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

13 -System Error

Invalid Amount

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

14 -Card Number Invalid

Card number does not exist

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

15 -System Error

There is no such issuer of the card

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

30 -System Error

Format Error

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

31 -Card Unsupported

The card type is not supported by this bank, the merchant will have to seek payment by another means, cash or another card.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

33 -Card Error Refer

There has been an error with the card, it has expired
Obtain another for of payment from the customer

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

34 -System Error

There is suspected fraud

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

36 -Card Error Refer

There has been an error with the card, it is restricted

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

38 -PIN Error Refer

The allowable PIN tries has been exceeded

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

39 -Account Type Error

Account type doesn't exist. The customer probably selected the wrong account accidentally, try again.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

41 -Card Error Refer

There has been an error with the card it has been reported lost.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

43 -Card Error Refer

There has been an error with the card, it has been reported stolen.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

51 -Not Authorised

The transaction has not been authorised, there were insufficient funds.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

52 -Account Type Error

Account type doesn't exist. Try the transaction again with another account type.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

53 -Account Type Error

Account type doesn't exist. Try the transaction again with another account type.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

54 -Card Expired

The customer will have to get a new card, the merchant will have to seek payment by another means.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

55 -PIN Incorrect

The PIN is wrong. The PIN has to be re-tried.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

56 -System Error

There was no card record.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

57 -System Error

This transaction is not permitted to the card holder.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

58 -System Error

This transaction is not permitted to the terminal.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

61 -System Error

The withdrawal amount has reached it's limit

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

62 -Card Error Refer

There has been an error with the card, the card is restricted

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

63 -Keys Incorrect

Security violation, return PINpad to the Bank or PC-EFTPOS for a reload.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

75 -PIN Error Refer

The allowable number of PIN tries has been exceeded

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

77 -Approved

Transaction has been approved

The transaction was approved

Who to Contact

Contact Details

Related Files

91 -System Error

Issuing bank or switch not available. Retry the transaction.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

94 -System Error

There has been a duplicate transaction.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

96 -System Error

System malfunction, this is a general error.

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

97 -Approved

Settlement only. The reconciliation totals have been reset.

The settlement was successful

Who to Contact

Contact Details

Related Files

98 -System Error

MAC Error detected by ANZ

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

A1 -Recursive Call

This error can only occur if the POS System has attempted to use the PC EFTPOS system whilst it is already processing a request from the POS.

This is normally a development problem. The POS Vendor will have to check their system.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

ActiveX Control Overview.pdf

A2 -General Failure

Windows Error. This should never occur. Check to see if the computer is functioning normally.

This is a development problem. The POS Vendor will have to check their system.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

A4 -Invalid Merchant

This error occurs when the POS system attempts a transaction for a merchant number that does not exist.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

A7 -Internal Buffer

This error is sent if the ActiveX control receives a message from the EFTPOS system that is smaller than is expected.

Have your POS Vendor enquire with PC-EFTPOS to ensure that the correct versions of the ActiveX control and EFT Client are being used.

Reinstall the latest versions.

Who to Contact

Contact POS Vendor

Contact Details

Related Files

B2 -Unsupported Operation

The operation that was attempted by the POS is not supported in this version of software.

This is a development problem. The POS Vendor will have to check their system.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

B3 -Client Offline

The EFT Client is not running. This could be from the service being stopped or another program using the EFT Client.

Check that only one version of the software is running. Also check that the generic POS is not running. Close all applications and reboot your PC

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

Installation Files.

B4 -Internal Buffer

This error is sent if the ActiveX control receives a message from the EFTPOS system that is larger than expected.

Have your POS Vendor enquire with PC-EFTPOS to ensure that the correct versions of the ActiveX control and EFT Client are being used.

Reinstall the latest versions.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

B5 -Invalid Amount

The POS has sent an invalid amount to the PC EFTPOS system.

Since the amount was invalid, check for:

- The Purchase or Cashout amount being too large.
- A cash out of \$0.00 as a transaction.
- The amount is zero for the purchase.
- Check the transaction

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

B6 -Invalid Dialog

The POS has set up invalid dialog parameters.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

B7 -Invalid TXNTYPE

The POS has sent an invalid Transaction type. It could either be an invalid settlement option or an invalid transaction type.

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****B8 -Invalid TXNREF**

The POS has sent an invalid transaction type. It may be too large or non-ASCII

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****BY -PINpad Busy**

The PINpad has reported that it is currently Busy processing a transaction. This transaction may be a reversal or some other housekeeping task that the PINpad performs.

The operator should wait (up to 30 seconds) and try again.

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files**D0 -Invalid AuthCode**

The POS has sent an invalid auth code. The length is too long

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****E2 -No Previous Txn**

No previous transaction results when the PINpad tries to retrieve a transaction that hasn't occurred. This may happen when the PINpad is old, or has just been replaced.

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****P2 -System Error**

Software deletion failure

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

P3 -System Error P3

Invalid software

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

P6 -System Error P6

Invalid module, version number, or checksum received

This is a bank generated response, contact the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

P7 -System Error

Parameter download aborted by terminal re-logout

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

P8 -System Error P8

Invalid Software at the bank

This is a common problem with the ANZ with new installs or upgrades. There is a configuration wrong at the bank. It will be either that the software version is wrong, or that the system has been set up to receive a transaction from a Supertrack device. Inform the bank and they will change it.

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

PF -PINpad Offline

The PINpad is not responding. The possible causes could be a lack of power or it is attached to the wrong com port. There is something set up incorrectly in the PC Bios affecting the PINpad. The PINpad is damaged.

Check the power and the com ports. This is the main reason for this error.

See if the PINpad is damaged. Check the screen display, if it is blank it may indicate damage to the PINPad.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

Installation Files.

T4 -System Error

System Error

There has been a corrupt logon RCV from the bank

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

TF -Init Required

PINpad requires logging on to the bank.

This is not an error. The PINpad requires a logon which it will do next time it contacts the bank

Again this is not an error.

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

TG -Display Error

POS display error

There has been a communication problem between the PINpad and the POS. Check the cabling of the PC to the PINpad, arrange to replace the PINpad and cables if this continues to occur.

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

TH -Printer Error

POS printer error

The printer is not responding. Check the printer connections, the printer power and the printer paper

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

TI -Operator Timeout

The transaction timed out

The POS operator has cancelled the transaction at either the "enter card", "select account" or "enter pin" prompts

Who to Contact

See the operator

Contact Details

Related Files

TJ -System Error

System Error

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

TL -Signature Error

The signature was declined by the operator

The transaction was declined on a signature request by pressing no on the dialog screen

Who to Contact

See the operator

Contact Details

Related Files

X0 -No Response

The Transaction timed out at the bank.

Check the following

- That the merchant and terminal ID's are correct. The ANZ can refer to the Merchant ID as the Terminal ID. It will have 11 digits.
- Check the POS AME, it should have 10 digits
- The EFT SRV may have been set up for the wrong bank.
- Ensure that the Argent terminal adapter cable is a standard RS232 cable, not a null modem cable.
- Also ensure that the bank has enabled the terminal ID's

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

X2 -Error 09

No polls from NAC, there is no carrier

Re install the EFT SRV software

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

X3 -Error 01

No carrier from NAC

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

X4 -System Error

STAN error detected by PINpad

The PINpad has detected a mismatch on the STAN returned from the bank. Perform a manual logon if possible

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

X7 -MAC Error

MAC error detected by PINpad.

The PINpad has detected a fault with the message authentication error returned from the bank. The transaction will retry the PINpad with a logon to correct the issues.

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

X8 -System Error

Info PDU Error

The transaction has failed due to an error at the Telstra NAC. The PDU error Number will give an indication of what has failed

Who to Contact

Contact Telstra

Contact Details

Related Files

X9 -System Error

CNP Length error

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

XA -System Error

CNP Error

Who to Contact

Contact Telstra Argent Helpdesk

Contact Details

1300 137 100 option 4

Related Files

XB -System Error

CNP Error

An invalid response code was received from the bank

Who to Contact

Contact the Telstra Argent Helpdesk

Contact Details

1300 137 100 option 4

Related Files

XC -Message Error

Invalid message type

An invalid message type was received from the bank

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

Z0 -Modem Error

General problem with the modem

This is a general modem error.

- Check the connections and the POS AME.
- The dial may have taken more than 40 seconds.
- The com port and the modem may not be communicating.
- Check that another program is not using the com port
- Check the BIOS Settings to ensure they are correct

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

Z1 -No Dial Tone

The EFTPOS modem has reported that there is no phone line connected to it.

Check the phone line, and PABX extension (as there is no answer), check the phone number.

Try plugging a normal phone into the socket and dialling the number. A modem sound should happen on the other end.

Check that the modem line is not sharing a fax.

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

Installation Files.

Z2 -No Host Answer

The modem has dialled the number but has not got a response

Check the phone line, and PABX extension (as there is no answer), check the phone number.

Try plugging a normal phone into the socket and dialling the number. A modem sound should occur on the other end. The possible other explanations are the modem has failed

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

Installation Files.

Z3 -Line Busy

The modems at the bank are busy

The EFTPOS modem has reported that the number it has tried to call is busy. Retry the transaction.

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

Z4 -No Host Number

The phone number is not configured

Check the EFT SRV installation.

Reinstall the EFT SRV software

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

Installation Files.

Z5 -Power Fail

The POS has a power fail, transaction declined

The power failed and the transaction did not complete. Retry the transaction

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

Z6 -No Carrier

Modem Error

There was a synchronisation failure with the bank. The possible causes are the phone line, the bank modems or the EFTPOS modem.

Retry the transaction if the problem persists contact the phone company, bank and Ingenico

Who to Contact

Contact the ANZ Help Desk

Contact Details

1800 039 025

Related Files

Z7 -Link Error

The EFT Client application cannot communicate with the EFT SRV.

Check the following to ensure that the connection is being made.

- The Client Icon in the system tray should be green, not red.
- A red icon means it cannot see the EFT SRV.
- The POS has TCP/IP installed and is operational.
- The POS is connected to the LAN.
- The EFT SRV is running on the machine that is connected to the bank

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

Installation Files.

