

**00 -Approved**

Approved

The transaction was approved

**Who to Contact**

**Contact Details**

**Related Files**

**01 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

**02 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

**03 -System Error**

Terminal has been set-up incorrect at the bank.

Contact the bank with your Terminal ID and Merchant ID. Inform the Help Desk of the 03 error Error Code and that the terminal has been incorrectly set up.

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

**04 -System Error**

System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

#### 05 -System Error

##### System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 06 -System Error

##### System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 07 -See Bank

##### See Bank

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 08 -Sign Receipt

Approved by Signature. The customer must now sign the receipt and have it checked against their card

The transaction was approved with signature

##### Who to Contact

##### Contact Details

##### Related Files

#### 09 -Processing

##### Processing

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 10 -Approved

##### Approved

The transaction was approved

##### Who to Contact

##### Contact Details

##### Related Files

### 11 -Approved

Approved

The transaction was approved

**Who to Contact**

**Contact Details**

**Related Files**

### 12 -Invalid Transaction

Transaction type not allowed. The bank does not accept the type of transaction that was sent by the PINPad.

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 13 -Invalid Amount

The amount is invalid. The amount being sent to the PINPad could be too high or too low.

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 14 -Card Invalid

The card type is not supported by this bank.

This is a bank generated response, contact the bank. The customer should use another card, and contact their bank.

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 15 -Card Invalid

The card type is not supported by this bank.

This is a bank generated response, contact the bank. The customer should use another card, and contact their bank.

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 16 -Approved

Approved

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 17 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 18 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 19 -Retry Transaction

The bank has asked for the transaction to be tried again.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 20 -System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 21 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 22 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

**23 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****24 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****25 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****26 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****27 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****28 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 29 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 30 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 31 -Card Invalid

Card Type not supported

This is a bank generated response, contact the bank. The customer should use another card, and contact their bank.

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 32 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 33 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 34 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 35 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 36 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 37 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 38 -PIN Error

The PIN Number is wrong. The customer probably accidentally typed the wrong PIN in. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 39 -Invalid Account

The Account Type is invalid. The customer probably accidentally selected the wrong account type. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 40 -Invalid Transaction

Transaction type not allowed. The bank does not accept the type of transaction that was sent by the PINPad.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 41 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 42 -Invalid Account

The Account Type is invalid. The customer probably accidentally selected the wrong account type. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 43 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 44 -Invalid Account

The Account Type is invalid. The customer probably accidentally selected the wrong account type. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 45 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 46 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

#### 47 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 48 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 49 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 50 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 51 -See Bank

See Bank

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 52 -Invalid Account

The Account Type is invalid. The customer probably accidentally selected the wrong account type. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

### 53 -Invalid Account

The Account Type is invalid. The customer probably accidentally selected the wrong account type. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 54 -See Bank

See Bank

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 55 -PIN Incorrect

The PIN Number is wrong. The customer probably accidentally typed the wrong PIN in. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 56 -Card Invalid

This card type is not supported

This is a bank generated response, contact the bank. The customer should use another card, and contact their bank.

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 57 -Invalid Transaction

Transaction type not allowed. The bank does not accept the type of transaction that was sent by the PINPad.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 58 -Invalid Transaction

Transaction type not allowed. The bank does not accept the type of transaction that was sent by the PINPad.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

**59 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****60 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****61 -Over Limit**

Over the account limit

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****62 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****63 -System Error**

System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****64 -Invalid Amount**

The amount is invalid. The amount being sent to the PINPad could be too high or too low.

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

**65 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****66 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****67 -Declined**

Declined - The bank has declined the transaction

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****68 -No Response**

there has been no response from Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****69 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****70 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

### 71 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 72 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 73 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 74 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 75 -PIN Error

The PIN Number is wrong. The customer probably accidentally typed the wrong PIN in. Retry the transaction with the correct account.

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 76 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 77 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 78 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 79 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 80 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 81 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### 82 -Card Invalid

Card Invalid

This is a bank generated response, contact the bank. The customer should use another card, and contact their bank.

#### Who to Contact

Contact Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

**83 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****84 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****85 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****86 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****87 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****88 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

**89 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****90 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****91 -See Bank**

See Bank

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****92 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****93 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files****94 -System Error**

The bank reports a System Error

This is a bank generated response, contact the bank

**Who to Contact**

Contact Bank West Help Desk

**Contact Details**

1800 621 344

**Related Files**

#### 95 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 96 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 97 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 98 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### Related Files

#### 99 -System Error

The bank reports a System Error

This is a bank generated response, contact the bank

##### Who to Contact

Contact Bank West Help Desk

##### Contact Details

1800 621 344

##### 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 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.

Check the merchant number with your POS Vendor or BankWest

##### Who to Contact

Contact BankWest Help Desk

##### Contact Details

1800 621 344

##### 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.

Enquire with Ingenico 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

#### B2 -Unsupported Operation

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

Inform your POS Vendor of this problem

##### 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

##### Who to Contact

Contact your POS Vendor

##### Contact Details

##### Related Files

Installation Files.

#### B4 -Internal Buffer

This error is set if the ActiveX control receives a message from the EFTPOS system that is larger than is expected. Ensure that the correct versions of the ActiveX control and EFT Client are being used.

Notify your POS Vendor of this problem

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

Since the amount was invalid check for

- The Purchase or Cashout amount is too large.
- 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 sent up invalid dialog parameters.

Contact your POS Vendor to solve this problem

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### B7 -Invalid TXNTYPE

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

Contact your POS Vendor to solve this problem

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### B8 -Invalid TXNREF

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

Contact your POS Vendor to solve this problem

#### 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.

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

#### Who to Contact

Contact the Bank if the problem persists.

#### Contact Details

1800 621 344

#### Related Files

### D0 -Invalid AuthCode

The POS has sent an invalid authcode. The length is too long

Contact your POS vendor to fix this problem

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### E2 -No Previous Txn

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

Contact the Bank and the POS Vendor. The Bank should be contacted to let them know what has happened, so they can adjust the transactions

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### N0 -CPAT Error

CPAT Error

#### Who to Contact

Contact BANKWEST Helpdesk

#### Contact Details

1800 621 344

#### Related Files

### N1 -Logon Success

Logon Successful, new CPAT needed

#### Who to Contact

Contact BANKWEST Helpdesk

#### Contact Details

1800 621 344

#### Related Files

### N2 -PPID Unknown

PPID Unknown

#### Who to Contact

Contact BANKWEST Helpdesk

#### Contact Details

1800 621 344

#### Related Files

### N3 -Logon Failed

Logon Failed

#### Who to Contact

Contact BANKWEST Helpdesk

#### Contact Details

1800 621 344

#### Related Files

### PF -PINpad Offline

The PINpad is not responding.

Check the power and the com ports. See if the PINpad is damaged. The possible causes could be a lack of power or it is attached to the wrong com port. There could be something set up incorrectly in the PC BIOS affecting the PINpad. The PINpad is may be damaged.

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

Installation Files.

**T0 -PINpad Idle****PINpad Idle**

The pinpad status request was successful

**Who to Contact****Contact Details****Related Files****T5 -System Error**

No manufactures keys, return to PC-EFTPOS

Return the PIN Pad to Ingenico as it cannot function without the manufacturers keys.

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****T8 -Unable to process**

The POS has sent an invalid amount to the PC EFTPOS system. The Purchase or Cash out amount is too large. A cash out of \$0.00 as a transaction. The amount is zero for the purchase. Check the transaction

Since the amount was invalid check for

- The Purchase or Cash out amount is too large.
- The amount is zero for the purchase.
- Check the transaction

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****TB -Card not Valid**

No CPAT Entry. The card is not accepted by this merchant

The operator should seek payment by another method as this card is not accepted for this merchant. The customer should contact their bank in regard to why the card would not be authorised

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****TE -No Cash on Credit**

Cash out is not allowed on credit card transactions.

To be able to attain cash out the customer must use an eftpos linked savings account, process the transaction again with an eftpos account

**Who to Contact****Contact Details****Related Files****TF -Logon Required**

The PINpad required a logon, if problem persists notify PC-EFTPOS and BankWest

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files**

### TG -System Error

#### POS Display Error

There was a problem with the PINPad displaying its messages on the POS, contact your POS Vendor to help with this problem

#### Who to Contact

Contact your POS vendor

#### Contact Details

#### Related Files

### TH -Printer Error

POS Printer Error. The POS Printer is not responding correctly. PC EFTPOS has passed a command back to windows to print and it cannot find the printer, or the printer did not respond.

Check the printer connections, the printer power and the printer paper. Also check the printer configurations. At a development level consider who is controlling the printing, the POS Vendor should control the printing. Ask your POS Vendor who is controlling the printing, if it is PC EFTPOS then check the default printer configuration on the PC. Also ask the POS Vendor has this configuration been used before, if it is a first time use.

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### TI -Operator Timeout

The transaction has timed out

The transaction timed out either waiting for a response from the POS, or waiting for the operator. The operator took too long for the next part of the transaction or did not complete the transaction. Retry the transaction.

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### TJ -System Error

No master keys in the PINpad, return to PC-EFTPOS

The PINpad has no keys and it must be returned to Ingenico for re-keying before it will work

#### Who to Contact

Contact PC EFTPOS

#### Contact Details

02 9998 9800

#### Related Files

### TK -No Manual Entry

Manual Entry is not allowed for this merchant

Manual entry is not allowed for some merchants, this is at the discretion of the bank

#### Who to Contact

Contact the Bank West Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TL -Signature Error

Signature Error. The signature was declined

The signature was declined by an operator. The operator declined the transaction on the basis that they thought the signature was invalid. The operator should be asked why.

#### Who to Contact

See the operator

#### Contact Details

#### Related Files

**TM -OP Cancelled**

The operator cancelled the transaction

The transaction was cancelled by the operator

**Who to Contact**

See the operator

**Contact Details****Related Files****TN -Declined**

The transaction has been declined for an incorrect password

The PIN or password was incorrect, try again with another combination

**Who to Contact****Contact Details****Related Files****TP -Cancelled**

Offline Error

**Who to Contact****Contact Details****Related Files****TQ -Expired Card**

The card has expired

The card has expired so the operator must seek payment by another method. The card is no longer functional, the customer will have to contact their bank to organise a new card.

**Who to Contact**

Customer should contact their bank

**Contact Details**

1800 621 344

**Related Files****TR -System Error**

Over the floor limit

**Who to Contact**

Contact the Bank west Help Desk

**Contact Details**

1800 621 344

**Related Files****TS -System Error**

Terminal ID Error

There is an error with the Terminal ID. Check the Terminal ID in the Ingenico PCEFTPOS Control Panel. For access to the panel contact your POS Vendor.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files**

### TT -System Error

Batch Full

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TU -SAF Pending

Store and Forward transaction pending

The PINPad is busy with a store and forward request, wait 30 seconds and try again.

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TV -Reversal Pending

The PINpad cannot process transaction until the reversal has cleared

The PINPad will perform a reversal. Wait 30 seconds and retry the transaction

#### Who to Contact

Contact the BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TX -Unable to Process

Unable to process card

The card cannot be processed, seek payment by another means and inform the customer that they will need to contact their bank to organise a new card

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TY -Card Rejected

Card was rejected by the CPAT

The card cannot be processed, seek payment by another means and inform the customer that their card appears to be not accepted and to contact their bank

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### TZ -Declined

Invalid Account

This account type cannot be accessed, choose another account type or seek another means of payment

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

**X1 -Communications Error**

Communications Error

Report this problem to the Bank

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****X2 -Communications Error**

Communications Error

Report this problem to the Bank

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****X3 -Communications Error**

Communications Error

Report this problem to the Bank

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****X4 -System Error**

Stan error detected by the PINpad. Perform a logon and report the issue to the bank if it persists

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****X5 -Communications Error**

Communications Error

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****X6 -Invalid Terminal**

PINpad detected invalid terminal ID

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files**

**X7 -MAC Error**

MAC Error has been detected, check the cables

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****XB -Message Error**

Invalid response code, check the cables. The message has been corrupted

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****XC -Message Error**

Invalid Message Type

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****XD -Card not Valid**

LUHN check failed on card. Manual Card entry invalid

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****XF -Invalid Month**

Month entered is wrong

An invalid month has been entered into the PINpad, re-enter with the correct month. Make sure that the date and year are in the correct format

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files****XG -TXN not Supported**

Invalid Transaction was attempted

The Transaction Type that was requested is not supported by the bank, contact the bank for further information

**Who to Contact**

Contact BankWest Help Desk

**Contact Details**

1800 621 344

**Related Files**

### XO -No Response

The bank has not responded to the request. Check that the merchant and terminal ID's are correct

Check that the merchant and terminal ID's are correct. Also check the POS AME.

BankWest uses a TID (8), and MID (8) + POS AME (10 Digits)  
Both are 7 digit ,a 0 may be inserted at the front of both of them to make the 8 digit required number.

The two ID's should be exactly the same.

The POS AME should be 10 digits, if it is not contact your POS Vendor for a conversion number.

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related Files

### YO -System Error

Invalid merchant ID

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### 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 is not sharing a fax.

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### Related 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 BankWest Help Desk

#### Contact Details

1800 621 344

#### Related 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. If it occurs often infrom the bank and PC-EFTPOS

#### Who to Contact

Contact BankWest Help Desk

#### Contact Details

1800 621 344

#### 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 BankWest Help Desk

#### Contact Details

1800 621 344

#### Related 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

The was a synchronisation failure with the bank. The possible courses 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 BankWest Help Desk

#### Contact Details

1800 621 344

#### 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

The system administrator

#### Contact Details

#### Related Files