

00 -Transaction Approved

Approved or completed successfully

The transaction was approved

Who to Contact

Contact Details

Related Files

01 -Contact the Bank

Declined by Card Issuer for unspecified reason – Card holder to contact Card Issuer

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

02 -Contact the Bank

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

03 -Contact the Bank

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

04 -Contact the Bank

Declined - Pick up card (card reported lost or stolen)

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

05 -System Error

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

06 -Contact the Bank

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

08 -Approved

Approved - Pay on signature verification

The transaction was approved with signature

Who to Contact

Contact Details

Related Files

11 -Approved

Approved or Completed successfully

The transaction was approved

Who to Contact

Contact Details

Related Files

12 -Invalid Transaction

Host has rejected a transaction with an invalid format or field

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

13 -Invalid Amount

Declined - Credit card cash out amount is below Bank limit.

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

14 -Card not Valid

Declined - Invalid Card Number

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

19 -Retry Transaction

Try the transaction again

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

20 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

21 -Approved

Reversal Approved

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

36 -System Error

Declined – Card Issuer not available but no stand in.

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

39 -No Credit Account

Declined - No credit account on file for the card

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

40 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

41 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

42 -No Account

Declined - Selected account 1 to 5 is not on file for the card

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

51 -Contact the Bank

Declined - Not sufficient Funds for the account selected

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

52 -No Cheque Account

No cheque account for this account

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

53 -No Savings Account

No savings account for this account

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

54 -Expired Card

The card has expired

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

55 -Invalid PIN

PIN is incorrect

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

58 -Tran not Allowed

Declined - Terminal not permitted to do EFTPOS tran.

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

61 -Over Card Limit

Declined - Bank daily Limit exceeded for card.

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

75 -Exceed PIN tries

Bank PIN tries limit exceeded for the card

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

76 -Approved

Approved - Session key change is required

Who to Contact

Contact Details

Related Files

91 -Bank not Available

Card Issuer not available transaction amount is over the floor limit.

Retry the transaction. If it fails again contact the bank.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

94 -Duplicate Transaction

Duplicate Transaction

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

96 -System Error

Declined because of an Error in the Bank's Switch system

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

97 -Settlement Totals Reset

Bank advises that the PINpad Settlement totals have been previously reset

This is a bank generated response, contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

98 -System Error

MAC error, system key synchronisation required

Check for PINpads with the same terminal and merchant ID. If this error continues contact the bank

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

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

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.

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****A3 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

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****A5 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**A6 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**A7 -Internal Buffer**

This error is set 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**

A8 -Reserved

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**A9 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**B1 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**B2 -Unsupported Operation**

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

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 two version of the program are not running, or that the Generic POS is running. Close all of the programs and restart the PC.

Who to Contact

Contact your POS Vendor

Contact Details**Related 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.

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

Check the transaction details to see if they look OK

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

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****B9 -Reserved**

Not in use

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

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

Retry the Transaction, and contact the bank if the problem continues

Who to Contact

Contact the Bank

Contact Details

1800 230 177

Related Files

D0 -Invalid AuthCode

The POS has sent an invalid authcode. 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 a 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****N0 -System Error**

CPAT File Update Sequence Error detected - Incorrect Next entry number from terminal.

Who to Contact

Contact CBA Helpdesk

Contact Details

1800 230 177

Related Files**N1 -Logon Success**

Logon Successful - Host requires PINpad to load a new CPAT.

Who to Contact

Contact CBA Helpdesk

Contact Details

1800 230 177

Related Files**N2 -PPID Unknown**

PPID Unknown

Who to Contact

Contact CBA Helpdesk

Contact Details

1800 230 177

Related Files**N3 -Logon Failed**

Logon unsuccessful, further action required

Who to Contact

Contact CBA Helpdesk

Contact Details

1800 230 177

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. See if the PINpad is damaged by looking at the screen. Recheck the power and com ports. This is a common error that is simple to fix. If the com port is not responding the machine may have to be rebooted to "free" the com port

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

Installation Files.

S0 -Modem Error

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

S1 -No Dial Tone

There was no dial tone on the internal modem

Check that the modem phone line is connected, that the PABX prefix number is entered into the terminal is one exists and that there are no other devices using the line. Retry the transaction.

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

S2 -No Answer

There was no answer from the bank host.

If this occurs with a previously working terminal then retry the transaction. If this is a new terminal check that the phone number in the terminal is correct and that there is no interference on the phone line.

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

S3 -Line Busy

The line is being used by another device.

Check that the modem phone line is connected, that the PABX prefix number is entered into the terminal is one exists and that there are no other devices using the line. Retry the transaction.

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

S4 -No Phone Number

No phone number programmed in terminal

Enter the bank phone number 1800509183 into the terminal

Who to Contact

Contact the POS Vendor

Contact Details

Related Files

S5 -Power Fail

Power fail. The terminal has power failed during processing

Reboot the pinpad and attempt the transaction again

Who to Contact

Contact the CBA Helpdesk

Contact Details

1800 230 177

Related Files

S6 -No Carrier.

No Carrier. The modem lost carrier during processing

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, CBA, or your POS Vendor

Who to Contact

Contact Details

Related Files

S7 -No EFT Server

No EFT Server. The connection from the client to the EFTSRV is missing.

No transactions will work until the link to the EFT-Server is re-established.

Your POS Vendor can assist you to restore the connection

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

T0 -PINpad Idle

PINpad Idle

The pinpad status request was successful

Who to Contact

Contact Details

Related Files

T5 -System Error

No manufacturers keys, return to where you obtained your pinpad, the Bank or PC-EFTPOS

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files

T8 -System Error

Invalid amount or zero amount (when not allowed) was received from the PCEFT Client System

Who to Contact

Contact your POS Vendor

Contact Details

Related Files

T9 -System Error

A new request was received from the PCEFT Client while still processing a previous request

Who to Contact

Contact your POS Vendor

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

Card number has an invalid Modulus 10 Check Digit.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

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

No cash out on Credit cards

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**TF -Logon Required**

The PINpad requires a logon

Who to Contact

Contact the POS Vendor

Contact Details**Related Files****TG -Display Error**

The PINpad cannot display messages on the Cash Register.

Who to Contact

Contact your POS vendor

Contact Details**Related Files****TH -Printer Error**

POS Printer Error. The POS Printer is not responding correctly

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 has timed out

The transaction timed out either waiting for a response from the POS, or waiting for the operator. Retry the transaction.

Who to Contact

Contact your POS Vendor

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

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

The PINpad keys will need to be reloaded

Who to Contact

Contact Bank or PC EFTPOS

Contact Details

1800 230 177 or 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, contact CBA to see if they can enable it for you

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**TL -Signature Error**

Signature Error. The signature was declined

The signature was declined by an operator

Who to Contact

See the operator

Contact Details**Related Files****TM -Operator Cancelled**

The operator has cancelled the transaction when a card or PIN or Account retry prompt is being displayed.

The transaction was cancelled by the operator

Who to Contact

See the operator

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

Incorrect password

Who to Contact**Contact Details****Related Files**

TP -Cancelled

TP is caused when the pinpad cannot process an offline transaction, in this case an autocompletion.

In particular it occurs when:

- the batch is full
- Processing code in CPAT forbids offline transactions
- Transaction amount exceeds host defined limits

Most probably an incorrect CPAT setup on the host.

Who to Contact

Contact th CBA Helpdesk

Contact Details

1800 230 177

Related Files

TQ -Expired Card

The card has expired

Retry the transaction with another card.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TR -System Error

Over the floor limit

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TS -System Error

Terminal ID Error

Contact the Bank to have them check your Terminal ID

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TT -System Error

Batch Full

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TU -SAF Pending

Store and Forward transaction pending

A store and forward transaction is occurring, wait for it to finish

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TV -Reversal Pending

The PINpad cannot process transaction until the reversal has cleared

A reversal transaction is occurring, wait for it to finish

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TX -Unable to Process

The PINpad is unable to process the request because it is not ready or the Host has rejected a Reversal or Payment advice transaction.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TY -Card Rejected

Card type was rejected by the CPAT

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

TZ -Declined

Invalid Account

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

X0 -No Response

The bank has not responded to the request.

Check that the merchant and terminal ID's are correct.
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 15 digits. On occasion STG give the MID and TID as 7 digits. Adding 05799820 to the front will make the 15 digit number required for the MID.
- Check the POS AME, it will 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 programmed the terminal ID's

Who to Contact

Contact the CBA Help Desk or the POS Venc

Contact Details

1800 230 177

Related Files

X1 -Communications Error

Communications Error

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**X2 -Communications Error**

Communications Error

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**X3 -Communications Error**

The ICC is not receiving 'carrier' from the Tran\$end network.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**X4 -System Error**

The PINpad has detected a mismatch on the STAN returned from the bank

Perform a logon

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**X5 -Communications Error**

Communications Error

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**X6 -Invalid Terminal**

PINpad detected invalid terminal ID

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

X7 -MAC Error

MAC Error has been detected.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

X8 -PDU Error

An error code has been returned from the Tran\$end network - 'XX' represents the PDU error and 'YY' the PDU Code.

If you have an Argent connection, contact th Telstra Argent Help Desk on 1300 137 100 option 4.

Who to Contact

Contact the CBA Help Desk or Telstra

Contact Details

1800 230 177

Related Files

X9 -System Error

A message with an incorrect length was received from the network.

Who to Contact

Contact the CBA Help Desk or Telstra

Contact Details

1800 230 177

Related Files

XA -Message Error

A message with an incorrect address was received from the network.

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

XB -Message Error

Invalid response code. The message has been corrupted

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

XC -Message Error

Invalid Message Type

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files

XD -Card not Valid

LUHN check failed on card. Manual Card entry invalid

Who to Contact

Contact the CBA Help Desk

Contact Details**Related Files****XF -Invalid Month**

Month entered is wrong

Who to Contact

Contact the CBA Help Desk

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

Invalid Transaction was attempted

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

Related Files**Y0 -System Error**

Invalid merchant ID

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

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 the 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 the POS Vendor

Contact Details

Related Files

Installation Files.

Z2 -Repeat Reversal

Repeat Reversal has already been processed by the Host

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 CBA Help Desk

Contact Details

1800 230 177

Related Files

Installation Files.

Z3 -Refund Limit

Refund amount exceeds the Bank's limit.

The EFTPOS modem has reported that the number it has tried to call is busy. Retry the transaction. If it occurs often in from the bank and PCE-EFTPOS

Who to Contact

Contact the CBA Help Desk

Contact Details

1800 230 177

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 the POS Vendor

Contact Details

Related Files

Z6 -No Manual Entry

Bank is in 'stand in' and will only accept swiped cards.

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 the CBA Help Desk

Contact Details

1800 230 177

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.

