

00 -Approved

Approved, completed successfully
The transaction was approved

Who to Contact
Contact Details
Related Files

01 -Declined See Card Issuer

Declined refer card holder to issuer
This is a bank generated response, contact the bank

Who to Contact
Contact NAB Help Desk
Contact Details
1300 369 852
Related Files

04 -Declined Call Auth Centre

Declined, pick up card
This is a bank generated response, contact the bank

Who to Contact
Contact NAB Help Desk
Contact Details
1300 369 852
Related Files

08 -Approved Please Sign

Approved, signature verification required
The transaction was approved with signature

Who to Contact
Contact Details
Related Files

11 -Approved

Approved, completed successfully
The transaction was approved

Who to Contact
Contact Details
Related Files

12 -Declined Invalid Tran

Invalid transaction, declined

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**31 -Declined See Card Issuer**

Card Issuer not supported by switch

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**39 -Declined No Crdit Account**

No credit account transaction declined

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**51 -Declined Check Account**

Insufficient Funds Available

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**52 -Declined No Ceque Account**

No Cheque Account

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**53 -Declined No Saving Account**

No Savings Account

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

54 -Declined Card Expired

Card has expired

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

55 -PIN Incorrect Please Retry

The PIN was wrong

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

60 -Declined call Help Desk

Call acquirer security- pick up card.

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

61 -Declined Over Card Limit

Exceeds withdrawal limits

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

75 -Declined Exceed PIN Tries

Pin Tries Exceeded

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

76 -Approved

Approved, completed successfully

The transaction was approved

Who to Contact

Contact Details

Related Files

80 -Approved

Approved, signature verification required

The transaction was approved

Who to Contact

Contact Details

Related Files

91 -Declined Issuer Not Avail

Issuer is not available, process off-line

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

93 -Declined Already Settled

Already Settled

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

96 -Declined

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

97 -Settled Previously

Approved and reconciliation totals have already been set.

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

98 -Declined

MAC Error. Key synchronising is required.

This is a bank generated response, contact the bank

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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.

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 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

1300 369 852

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 -CPAT Error**

CPAT Error, Next entry by terminal was incorrect

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**N1 -Logon Success**

Logon Successful, new CPAT needed

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

N2 -PPID Unknown

PPID Unknown

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

N3 -Logon Failed

Logon Failed

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

NF -Remote Init New Params

New parameters are required as part of the RSA logon

Log the PINPad on again

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

NG -Remote Init Failed

The Remote Init Failed.

Check your terminal and merchant ID. Contact NAB and ensure they have your terminal configured on the correct host. Perform another logon.

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

NH -Remote Init New File

New file is required as part of the RSA logon

Log the PINPad on again

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

PF -PINpad Offline

The PINpad is not responding.

This is a bank generated response, contact the bank

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

Who to Contact

Contact PC EFTPOS

Contact Details

02 9998 9800

Related Files**T8 -Unable to process**

The POS sent an invalid amount

Who to Contact

Contact your POS Vendor

Contact Details**Related Files****T8 -Invalid Amount**

This error occurs when the POS sends and invalid amount. For example a zero dollar purchase or cashout.

Your POS vendor should check why they are sending an invalid amount to the pinpad.

Who to Contact

Contact your POS Vendor

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

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

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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

No cash out on Credit cards

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

TF -Logon Required

The PINpad required a logon

Who to Contact

See the operator

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

POS Display Error

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

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

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

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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 -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

Incorrect password

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

Related Files

TQ -Expired Card

The card has expired

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

TR -System Error

Over the floor limit

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

TS -System Error

Terminal ID Error

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**TT -System Error**

Batch Full

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

Related Files**TX -Unable to Process**

Unable to process card

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**TY -Card Rejected**

Card was rejected by the CPAT

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

TZ -Declined

Invalid Account

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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.
- 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 NAB Help Desk

Contact Details

1300 369 852

Related Files**X1 -Communications Error**

Communications Error

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**X2 -Communications Error**

Communications Error

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**X3 -Communications Error**

Communications Error

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

Related Files

X5 -Communications Error

Communications Error

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

X6 -Invalid Terminal

PINpad detected invalid terminal ID

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

X7 -MAC Error

MAC Error has been detected, check the cables

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

XB -Message Error

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

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

XC -Message Error

Invalid Message Type

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files

XD -Card not Valid

LUHN check failed on card. Manual Card entry invalid

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**XF -Invalid Month**

Month entered is wrong

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**XG -TXN not Supported**

Invalid Transaction was attempted

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files**XT -Config Required**

This is generally returned from a PINpad status request. The PINpad has been contacted successfully, however you need to enter the terminal and merchant ID and perform a logon before a transaction can be attempted.

Configure the pinpad with the terminal and merchant ID and perform a logon.

Who to Contact

See the operator

Contact Details**Related Files****XZ -Logon Successful**

The logon was successful.

Who to Contact**Contact Details****Related Files****Y0 -System Error**

Invalid merchant ID

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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

System Administrator

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 NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

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

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

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 NAB Help Desk

Contact Details

1300 369 852

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 PC-EFTPOS

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

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

Installation Files.

Z8 -Line In Use

Who to Contact

Contact Details

Related Files

Z9 -No LAN Poll

Who to Contact

Contact Details

Related Files

ZF -Sponser Init Required

The pinpad requires a "Sponser Init" which is a part of the initial pinpad logon.

Perform a pinpad logon

Who to Contact

Contact NAB Help Desk

Contact Details

1300 369 852

Related Files