

00 -Approved

Approved

The transaction was approved

Who to Contact

Contact Details

Related Files

01 -Declined

Contact the Bank for authorisation

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

02 -Declined

Contact the Bank or appropriate card issuer for authorisation

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

03 -Declined

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

04 -Declined

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

05 -System Error

Error at the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**06 -Declined**

Invalid STAN (system trace audit number)

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**08 -Approved**

Approved with signature

The transaction was approved with signature

Who to Contact**Contact Details****Related Files****11 -Approved**

Approved

The transaction was approved

Who to Contact**Contact Details****Related Files****12 -Declined - Invalid Transaction**

The transaction is Invalid

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**13 -Declined - Invalid Amount**

Amount is Invalid

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

14 -Declined - Invalid card number

Card is not valid

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**19 -Declined - Retry Transaction**

Try the transaction again

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**21 -Approved**

Reversal was accepted by bank, original transaction not received.

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**30 -Format Error**

There is an error in the format
Retry the transaction

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**31 -Card not Valid**

Card is not Valid

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**33 -Expired Card**

Transaction cancelled as card is expired

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

39 -No Credit Account

There is no Credit Account

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**41 -Transaction Declined - Contact the Bank**

Stolen Card

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**43 -Transaction Declined - Contact the Bank**

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**51 -Declined - Contact the Bank**

Insufficient Funds

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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

No cheque account for this account

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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

No savings account for this account

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

54 -Expired Card

The card has expired

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

55 -Invalid PIN

PIN is incorrect, customer can retry with another pin.

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

56 -Declined - Contact the Bank

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

57 -Invalid Transaction

Transaction Invalid

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

58 -Tran not Allowed

Transaction not allowed

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

59 -Declined - Contact the Bank

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

60 -Declined - Contact the Bank

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**61 -Declined - Contact the Bank**

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**62 -Declined**

Transaction Declined

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**67 -Declined - Contact the Bank**

Contact the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**75 -Exceed PIN tries**

Too many attempts of the customers PIN.

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

91 -Bank not Available

The bank is unavailable. Retry the transaction, if unsuccessful then contact the bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

96 -System Error

Error at the Bank

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files

98 -System Error

Check for PINpads with same terminal ID, and also check connections.

This is a bank generated response, contact the bank

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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

1300 650 977

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

1300 650 977

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

Who to Contact

Contact STGEORGE Helpdesk

Contact Details

1300 650 977

Related Files**N1 -Logon Success**

Logon Successful, new CPAT needed

Who to Contact

Contact STGEORGE Helpdesk

Contact Details

1300 650 977

Related Files**N2 -PPID Unknown**

PPID Unknown

Who to Contact

Contact STGEORGE Helpdesk

Contact Details

1300 650 977

Related Files**N3 -Logon Failed**

Logon Failed

Who to Contact

Contact STGEORGE Helpdesk

Contact Details

1300 650 977

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.

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 the Bank or PC-EFTPOS to be re-keyloaded

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

TB -Card not Valid

No CPAT Entry. The card is not accepted by this merchant
The customer will need to provide another method of payment

Who to Contact
Contact the St George Bank Help Desk
Contact Details
1300 650 977
Related Files

TE -No Cash on Credit

No cash out on Credit cards

Who to Contact
Contact the St George Bank Help Desk
Contact Details
1300 650 977
Related Files

TF -Logon Required

The PINpad requires a logon

Who to Contact
Contact the POS Vendor
Contact Details
Related Files

TG -System Error

POS Display Error

Who to Contact
Contact the 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 the Bank or PC-EFTPOS for reload

The PINpad has no keys

Who to Contact

Contact the Bank or PC EFTPOS

Contact Details

1300 650 977 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, check with the Bank to see if they can enable it

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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**

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 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 the Bank

Contact Details

1300 650 977

Related Files**TQ -Expired Card**

The card has expired

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TR -System Error**

Over the floor limit, the connection to the bank could be offline. Obtain authority from card provider and complete a manual voucher

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TS -System Error**

Terminal ID Error

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TT -System Error**

Batch Full

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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 St George Bank Help Desk

Contact Details

1300 650 977

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 St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TX -Unable to Process**

Unable to process card

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TY -Card Rejected**

Card was rejected by the CPAT,try another card type

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

Related Files**TZ -Declined**

Invalid Account, try another account type

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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 St George Bank Help Desk

Contact Details

1300 650 977

Related Files

X1 -Communications Error

Communications Error

Who to Contact

Contact Details

Related Files

X2 -Communications Error

Communications Error

Who to Contact

Contact Details

Related Files

X3 -Communications Error

Communications Error

Who to Contact

Contact Details

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 Details

Related Files

X5 -Communications Error

Communications Error

Who to Contact**Contact Details****Related Files****X6 -Invalid Terminal**

PINpad detected invalid terminal ID

Who to Contact**Contact Details****Related Files****X7 -MAC Error**

MAC Error has been detected, check the cables

Who to Contact**Contact Details****Related Files****XB -Message Error**

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

Who to Contact**Contact Details****Related Files****XC -Message Error**

Invalid Message Type

Who to Contact**Contact Details****Related Files****XD -Card not Valid**

LUHN check failed on card. Manual Card entry invalid

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

XF -Invalid Month

Month entered is wrong

Who to Contact

Contact Details

Related Files

XG -TXN not Supported

Invalid Transaction was attempted

Who to Contact

Contact Details

Related Files

Y0 -System Error

Invalid merchant ID

Who to Contact

Contact Details

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 -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 St George Bank Help Desk

Contact Details

1300 650 977

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 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 PC-EFTPOS + POS

Who to Contact

Contact the St George Bank Help Desk

Contact Details

1300 650 977

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.