

Types of Error Messages

Common Error Messages

(ED) Check-in Exists - the parent is trying to check-in but has already successfully checked in for the day or has a previous day check-in with no corresponding check out.

(DD) Check-in Not Found - the parent is trying to check-out, but has not successfully checked-in. Parent needs to do a “previous check-in” with the date and time the child started care that day, then she/he can check-out.

(DE) Attendance Overlap - the check-in and check-out was previously successful for that day and the parent was trying to re-enter that day.

(AA) Attendance Exists – the child may have successfully checked in and out for that day or checked in and out as sick.

(A0) Agreement Not Found – the parent may be putting in the wrong child ID number, which is the 2-digit number assigned to the child. Check the web portal for the child ID assignment. The numbers are not necessarily assigned according to the child’s birth order or the child may be assigned to another location if the program has multiple sites.

(55) Invalid PIN – the parent is either using wrong 2 – digit child number OR there is no agreement in ECC at this location for the timeframe being attempted.

Denied – if families had previously had successful check-ins, check your web portal. We are finding that some parents are trying to swipe in when they are already swiped in for the day or did not swipe out on a previous day. If the problem persists, you can VOID the days when the error existed and have the parents do a “previous check-in” with the day and scheduled time (actual time in) and then a “previous check-out”, also with the date and scheduled time for all of the problem days. Parents cannot clock-in for previous days if they are currently checked in. VOIDS can only be made for successful day transactions (successful previous check-in AND check-out).

Denied Messages

DIFF PROVIDER – This is not the provider shown on the child care agreement.

INVALID AUTH – There is no valid referral for the person(s) entered.

INV AUTH DATE – A child cannot be checked in before the date services are authorized by the CCR&R agency.

INV PROVIDER – The child care agreement shows a provider that is not recognized as an approved child care provider.

SWIPE IN FRST – Child must be checked in before being checked out.

NO AUTH – There is no agreement for this child(ren).

Error Messages

PLEASE TRY AGAIN – There was a mistake made when the information was entered. Re-enter the information.

NOT AVAILABLE – The selection made is not available.

NOT ALLOWED – The user is not authorized to do the selected transaction.

OVER 14 DAYS OLD – The 14-day limit for entering transactions has expired.

DUPLICATE ENTRY – The same information was entered twice.

UNREADABLE CARD – The POS machine is unable to read the magnetic stripe on the card.

TRANS REJECTED – The attempted action has been rejected.

NO HOST RESPONSE – The POS machine could not receive a response from the main computer.

NO SAF TO SETTLE – The system tried to complete a Store and Forward transaction but there was no information to process.

VOID NOT ALLOWED – User attempted to void a transaction that cannot be voided.

INVALID PASSWORD – The password entered is either incorrect or invalid.

Communication Messages

WAITING FOR LINE – Internet or phone line is busy or out of service.

DIALING – The POS is dialing phone to reach the main computer.

LOST COMM W/HOST – The POS has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Provider Help Line.

POS Error Codes

The following are Error Codes that may be received:

05 – General Decline

55 – Invalid PIN

75 – PIN Tries Exceeded

D6 – Not a Childcare Card

A4 – Card Not Active

DA – No Auth for Person Number

DO – Provider Record Not Found

B4 – Provider Differs from Auth Record

DD – Must Swipe in Before Swipe Out