

## **Using the POS Device—Error Messages & Meanings**

<b>Error Code/Message</b>	<b>What It Means</b>	<b>What To Do</b>
<b>00</b> SUCCESS/APPROVED	The transaction was successful	N/A
<b>01</b> SUCCESS/DENIAL	The transaction was successful, but one or more errors occurred with the child's attendance	Call Vendor Help Desk for clarification
<b>12</b> HOLIDAY EXISTS	A holiday has already been entered for the date	Check the date you are entering
<b>55</b> INVALID PIN	The PIN is not valid	Call Parent Help Desk
<b>56</b> CARD NOT FOUND	The POS does not recognize card	Call Parent Help Desk
<b>75</b> PIN TRIED EXCEEDED	Bad PIN try count is over a predefined threshold	Call Parent Help Desk/IVR to reset PIN and unlock card
<b>A0</b> AUTH NOT FOUND	Authorization for care was not found	Call local child care worker
<b>A1</b> NO AUTH UNITS LEFT	All authorized units have been used	Call local child care worker
<b>A4</b> CARD NOT ACTIVE	The card has not been activated	Call Parent Help Desk
<b>AA</b> ATTENDANCE EXISTS	Attendance already exists for date	Check the date you are entering
<b>AB</b> NO ATTENDANCE TO VOID	No attendance has been entered, so it cannot be voided	Check the date you are entering
<b>AD</b> DATE NOT A HOLIDAY	The date is not a holiday	Enter as a regular day if the child was in attendance
<b>BB</b> OUTSIDE ALLOWED RANGE	The date is outside the nine (9) day back-swipe period	Submit manual attendance if for an approved reason, if not, payment to be made by the parent
<b>BE</b> INVALID VOID DATE	The date cannot be voided	Check the date you are entering
<b>D0</b> INVALID VENDOR	The provider making the request is not identifiable	Call Vendor Help Desk
<b>D1</b> UNKNOWN POS DEVICE	The main computer does not recognize the POS device	Vendor should call Vendor Help Desk
<b>D3</b> VENDOR NOT AUTHORIZED	The vendor is not authorized to provide care	Vendor should call local child care worker
<b>D6</b> INVALID CARD	The card is not valid	Call Parent Help Desk
<b>D7</b> MAN ATTENDANCE EXISTS	Manual attendance already exists for the date	Vendor should check dates
<b>DA</b> INV CLIENT ID	The client ID is not valid	Call Parent Help Desk
<b>DC</b> INACTIVE VENDOR	Provider Number associated with POS device has been inactivated by DSS	Call Vendor Help Desk
<b>DD</b> CHECK IN EXISTS MM/DD	Check in already exists for the date	Check the date you are entering
<b>DE</b> ATTENDANCE OVERLAPS	Attendance entered overlaps	Check the dates and times you are entering
<b>DF</b> AUTH SUSPENDED	The authorization for child care has been suspended	Call local child care worker
<b>E0</b> ABSENCE EXISTS	An absence already exists for the date	Check the date/transaction and proceed accordingly
<b>E1</b> ALREADY VOIDED	The attendance for the date was already voided	Check the date/transaction and proceed accordingly
<b>E6</b> CASE NOT FOUND	The Time and Attendance Number/Person Number could not be found in the system	Call Parent Help Desk
<b>ED</b> CHECK-IN NOT FOUND	Check In cannot be found; Check In before completing Check Out	Complete Check In transaction
<b>EF</b> ALL ABSENCES USED	All absences have been used	Call local child care worker
<b>95</b> SYSTEM ERROR-RETRY	The system experienced an error; retry the transaction	Retry the transaction

**VENDOR HELP DESK: 1-877-918-2776**

**PARENT HELP DESK: 1-877-918-2322**