NATIONAL COMMERCIAL BANK JAMAICA LIMITED

TROUBLESHOOTING
POS MOBILE & STANDARD

IF YOU SEE:	DO THIS:	BECAUSE:
BAD CARD LENGTH	**When swiping a card**: ensure that full length of the magnetic strip goes through the card reader. **Manual entry**: check the card numbers and re-enter.	The card was not swiped properly. The card number entered is more/less than what is on the card.
CALL NCB	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	1. The Card Holder should contact their Issuing bank. 2. Could be a batch error created by offline transaction(s). 3. Terminal ID may be disabled.
CARD NOT SUPPORTED	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	The terminal does not accept transactions from that card or the terminal is restricted from processing that card. Some credit cards are restricted in their use eg. if a gas credit card is being used at a pharmacy.
CONNECT FAILED	Check to ensure terminal is connected to phone line and that the correct communication mode is selected ('Dial up' or 'IPComm'). Ensure the correct protocol is selected: a. Press the green key b. Press the number sign c. Select IP Comm Then attempt to redo transaction.	The machine is unable to connect to the selected data transfer protocol (communication method). There is no one fix for this error as there are many reasons the terminal wouldn't be able to connect.
TAMPER/SECURITY ALARM **TAMPER DOWNLOAD NEEDED**	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	Terminal replacement required.
FAILED	Merchant should retry transaction or call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	If the message "failed" is displayed without the machine going to a "processing" message first, a reversal is required. The "failed" message is usually caused by an error at the terminal level.
HOLD CARD	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	This usually happens if the card is restricted.
INVALID TRANSACTION	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	Cardholder should make contact with the Issuer to gather further details.
IP COMM FAIL	Check that the terminal is connected via correct port. If this fails, call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	The terminal is unable to connect and send transactions out via internet.

IF YOU SEE:	DO THIS:	BECAUSE:
LINE BUSY	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	This message is displayed if the terminal got a dial tone, but is unable to dial out. This usually happens when the line is shared. If merchant is trying to process an American Express card, 'line busy' could mean that the American Express toll free line is down.
NO ACCESS	Wait a few minutes and attempt the transaction again or call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	System issue.
NO DIAL TONE	Check phone line connection or connect a regular (land-line) telephone and listen for: A. **Beeping on the line:** there is a message on the line that needs to be cleared B. **Distored sound in the line:** the telephone cord is bad, or the service provider needs to check the line	The terminal is not getting an interrupted dial tone. Noise on the line, messages on the line, or a short burst of beeping when the line is just engaged will/may result in the "no dial tone" error message.
NO CARRIER	Check the phone line connection.	The terminal is getting an interrupted connection or no dial tone. There may be noise on the line or messages on the line which would result in a double beep.
NO HOST RESPONSE/NO RESPONSE (510)	Retry transaction. If re-try fails, call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	The terminal is unable to connect to/communicate with the NCB the host.
NO RECORD FOUND	Attempt to redo transaction and re-enter correct invoice number or advise cardholder.	Invoice number entered is incorrect or Pre Auth batch is empty.
PIN PAD ERROR	Reboot terminal without detatching the PIN Pad. If that fails, call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	PIN Pad needs to be reset.
USE CHIP READER	Ensure chip end of card is fully inserted and left in the terminal until indicated to remove.	Chip enabled card was swiped or inserted incorrectly.
"TCP 1012" AND "TCP 1015"	Ensure the battery is above 30% (or 2 bars) charged and attempt transaction again. If that fails, call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	Connectivity and system issues.
INVALID CARD	When the terminal prompts you to enter the last four digits (on card), check to ensure the card numbers entered are correct. A frequent error is to enter the pin number here.	The last four digits entered was incorrect.
ERROR 95	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	This can be a batch error. Mismatch between detail report total and settlement total.
NO TRACK ON CARD OR BADTRACK	Call NCB Customer Care Centre at 888- 622-3477 (NCB-FIRST).	Could either be a faulty magnetic strip on the card or a faulty card reader on the POS.
ISO ERROR UNPACK	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST).	For merchant with the pre-auth option (Hotel or Rental program) a clear reversal may be necessary.