Using the POS Device—Error Messages & Meanings

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