TROUBLESHOOTING MPOS

IF YOU SEE:	DO THIS:	BECAUSE:
TERMINAL OR USER ACCOUNT ISN'T SET UP (Something's not quite right)	Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST)	The terminal or user account isn't properly set up.
OPERATION INTERRUPTED (Operation Interrupted)	Close other apps and try again or Call NCB Customer Care Centre at 888-622-3477 (NCB-FIRST)	Transaction may have been interrupted by phone activity
ERROR TRANSACTION (Uh oh, something happened)	Call NCB Customer Care Centre at 1-888-622-3477 (NCB-FIRST)	May be caused by incorrect boarding or missing data.
SOMETHING'S BROKEN (Something's broken)	Check if Portal Service Self-care is up and running	May be caused by server side error
REFUND FAILED (Refund Failed)	Unable to issue refund	You may be trying to issue a refund on a debit transaction
COULD NOT PROCESS CARD SWIPE (Could not process card swipe)	Capture the Device Track KSN values requesting the information from Settings. Send a support request to AnywhereCommerce is the KSN is valid for production	This could be a new, unregistered device (KSN issue)
TRANSACTION FAILED (Transaction failed)	Login to the Gateway to confirm you can access accounts.Check with your NCB network rep with monitoring tools to review the VPN status between Gateway and Host.Look for the time of the latest completed transaction with your networking/ monitoring team	There is no network available during the transaction

IF YOU SEE:	DO THIS:	BECAUSE:
NETWORK CONNECTION FAILED	Switch between carrier service data network and WiFi	This is likely due to a Network connection failure
TIMEOUT	Repeat the transaction	This occurs if the app is unable to connect to the card reader in 60 seconds
CARD PREMATURELY REMOVED	Repeat the transaction	The card has been removed before being properly read by the card reader
TERMINAL ID WRONG	Try re-entering ID again	This happens when the terminal ID or password entered is incorrect.
DEVICE UNEXPECTEDLY DISCONNECTED	Check to ensure the device is securely connected and attempt the transaction again	This occurs when the reader is disconnected from the phone during transaction.
DEVICE ERROR	Check the audio reader and attempt transaction again	This happens when the incorrect audio reader is being used for the transaction
TRANSACTION TERMINATED	If terminated in error, repeat the transaction	This occurs when the transaction has been cancelled or terminated by the user on the reader
TRANSACTION NOT ALLOWED	Retry transaction; If re-try fails, call NCB Customer Care Centre at 1-888-622-3477 (NCB-FIRST)	The server does not allow this transaction

NCB NATIONAL COMMERCIAL BANK JAMAICA LIMITED