

Error: The payment terminal is currently in use by Ticket Entry

Summary:

Error: The payment terminal is currently in use by Ticket Entry and cannot be used to enter the customer's card information at this time.

Unable to add/edit/delete customer Card on File information while Ticket Entry window is open.

Cause:

By design.

Solution:

Only one form (either Ticket Entry or Card on File) can be used at a time, regardless if a payment terminal is installed. Having both forms open at the same time can cause issues during Payment in Ticket Entry.

Tracking Information:

Engineering Jira reference: CP-14280

Found in: 8.5

Fixed in: Future; Enhancement request

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1010>