

# 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.

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