

Error: Processor: AP##### is returned when trying to authorize credit cards.

Summary:

Error: Processor: AP##### is returned when trying to authorize credit cards.

Cause:

This error is returned by the processor and is usually a setup issue where the bank transmits the characters "AP" followed by the authorization code to the processor instead of the full word "APPROVED".

Solution:

- Check with the Account Relationship Manager at your financial institution and make sure your account has been set up in terminal mode. NCR Counterpoint is not compatible with a host based setup which is used by some platforms.
- Have the processor check the account setup to make sure that the 'capture flag' is **NOT** set to zero. This has been known to cause problems with debit card transactions.
- Contact your Counterpoint reseller if further assistance is needed regarding this error message.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=329>