

Error: You must sign up for the Counterpoint Merchant Program

Summary:

Error: You must sign up for the CounterPoint Merchant Program or register the Credit Card Option to process checks or credit cards.

Cause:

This message is given when attempting to authorize credit cards in Point of Sale and the Credit Card Option is not registered and when the terminal ID issued is not valid or entered improperly.

The CounterPoint Merchant Program allows credit cards to be processed without the Credit Card Option, but the merchant must be setup properly with NCR Payment Services for their particular serial number.

Solution:

- Sign up for the NCR Counterpoint Merchant Program (contact your NCR Counterpoint reseller or account manager for details) if not using the preferred processor (NCR Payment Processing Solutions/NPP/Jetpay)
- Contact your NCR Counterpoint reseller or Account Manager and register the Credit Cards option for the NCR Counterpoint registration file if not using the preferred processor to register for the credit card option.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=566>