

# 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 access the payment terminal device at a time. Having both forms open at the same time can cause issues during Payment in Ticket Entry, as both forms are having to compete for the Payment Terminal (IE when having to manually enter card data, on the device).

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