MICHIGAN MERCHANT SERVICES

CoCard® MEMBER OFFICE

Duplicate Batch?
Simple, Fast, Fix

Duplicate Batch, is probably the most common error we receive calls about. They are typically caused by
Some "communication hiccup" between your terminal and the end processor during the previous batch, the
Hiccup can be your internet, the end processor's comm. system, or anywhere in between, but its an easy fix if it happens

1. Navigate to Home Screen
Exit out of any payment
App to this screen. Locate
The TSYS App. It may not
Appear on first screen, you
May have to swipe over to
The screen located to the
Right of the main screen.
Just like a phone.
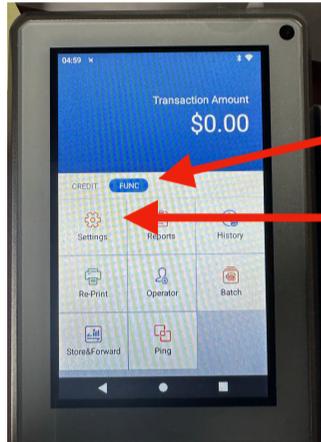
2a. Once TSYS is Open, hit function

2b. Then Hit Settings

2c. It will prompt for password:
It is :1111 OR the days date in
MMDDYYYY Format
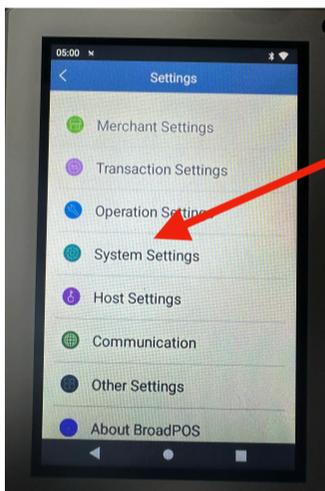
3. Tap on Host Settings
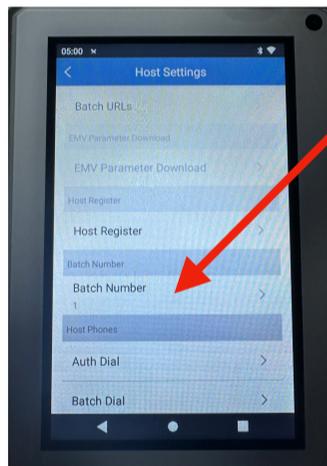
**4. You will need to scroll down in
Host Settings, as its not visible at
The top, and find where it says
"Batch Number", and tap it**
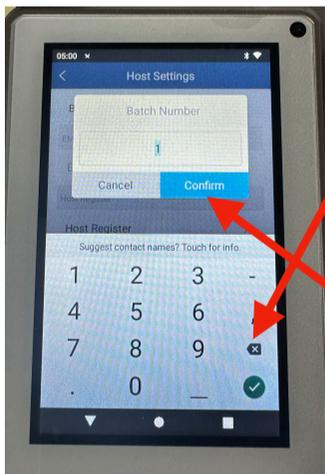
**5. Use the back
Key on keypad to back out
The number that is in there.
Add one to the number and
retype It in,
If its 4, put it to 5.
If its 68, put it to 69
then hit confirm.**
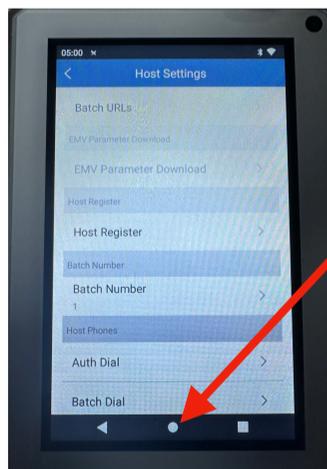
**6. Hit the "Home" Circle to get
Back to main home screen,
Then select your Payment App
And you should be able to now
Settle your batch.**

If Terminal Still Won't Batch, Contact Your sales Rep
Or MMS Office
616-794-3150