Gate Reject Codes

Code	Description	Comments	Action
02	Wrong type / Direction		
05	Validator in test mode		
06	Wrong mode or test card	Not valid for travel	Irregular travel
07	Code unreadable	Usually upside down	Insert ticket again
08	Re-coding error	Gate failed to correctly recode ticket	Replace ticket
09	Code read error	Usually bent, demagnetised, or corrupted ticket	Replace ticket
11	Out of date	Ticket expired	Refer to ticket office
12	Not valid at this time	Ticket not yet valid	Refer to ticket office
13	Under value	Additional fare due	Refer to ticket office
14	Not valid not excessable	e.g. platform ticket	Irregular travel
15	No onward validity		
16	Outside Zone	Not valid within Zone presented	Refer to ticket office
17	Not issued here	Platform ticket from another station	Irregular travel
18	Not valid here	Not valid at this station	Refer to ticket office
19	Not yet valid	Used before start date	Refer to ticket office
20	Oyster card expired		Irregular travel
21	Double entry attempted	Already used on entry	
22	Double exit attempted	Already used on exit	
24	Insufficient PAYG	Unpaid PAYG extension from previous journey	**LOAD PAYG**
25	Unstarted journey	Not validated on entry	
26	Entry/exit at same station	Customer possibly decided not to travel	Refer to ticket office
27	PAYG not enabled		
28	PAYG disabled	PAYG capability disabled	Refer to ticket office
29	Ticket disabled	Season ticket disabled	Refer to ticket office
30	Oyster card disabled	Hot listed Oyster card disabled	**IRREGULAR TRAVEL**
33	Illogical interchange	Illogical validation at OSI	Refer to ticket office
34	Exit not allowed	PAYG not validated on journey	
35	Insufficient PAYG	Unpaid PAYG extension from previous journey	**LOAD PAYG**
36	Insufficient PAYG	No valid season ticket and Insufficient PAYG	**LOAD PAYG**
37	Passenger Type expired	Expired Oyster Photocard	Refer to ticket office
41	Pass back through	Zigzag – e.g. in, out, in	
42	Pass back	Just used in same direction	
51	Already used	Ticket already used, e.g. NR Single ticket	Refer to ticket office
52	Hot listed magnetic Pass	Hot listed magnetic pass	**IRREGULAR TRAVEL**
54	Cancelled magnetic ticket	Cancelled due to use before start date	Refer to ticket office
55	Already used	Already used for journey	Refer to ticket office
57	Period ticket not valid	Station not covered by Period ticket	Refer to ticket office
61	Too long at interchange	Interchange time exceeded	Refer to ticket office
62	Too long on journey	Taken too long to complete journey	Refer to ticket office
63	Too long on platform	Platform ticket expired	
64	Exit time exceeded	Exit time exceeded on Fare Paid ticket	
65	Entry time exceeded		
67/69	Card not approved	Contactless Payment not approved	Refer to Helpdesk
70	Unspecified Oyster card	Card not processed correctly	Check card is valid
71	Multiple cards	More than one Oyster card detected	Represent one card
73	Emergency not valid here	Ticket returned for emergency use not valid here	
74	Card not approved by TfL	Contactless Payment not approved by TfL	Refer to Helpdesk
76	Card capability unsupported	Contactless payment not supported	Use alternative payment
78	Unknown card type	Contactless Payment not accepted	Use alternative payment
79	Card validation failure	Contactless Payment not approved	Use alternative payment
80	Card not approved by issuer	Contactless Payment not approved by card issuer	Refer to issuer

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Code	Description	Comments	Action
82	Illogical use of ticket		
83	Not valid at this time	Used before time of validity	Refer to ticket office
85	Card expired	Contactless Payment Card expired	Use alternative payment
86	Invalid card	Contactless Payment Card not accepted	Use alternative payment
90	Rejecting monitored tickets	Gate check in progress, monitored ticket	Refer to RCI
91	Card not yet valid	Contactless payment Card not yet valid	Use alternative payment
92	Card directory corrupt		
93	Card contents corrupt		
94	Card read failed	Card could not be read	Represent card
95	Card not approved	Contactless Payment not approved	Refer to Helpdesk
96	Reader initialise failed		