

ATM Controller Reports

Contents

INTRODUCTION	1
CHAPTER 1. REPORTS BY ATM CYCLES	2
ATM Cash In Report	3
ATM Cassette Report	4
ATM Currency Exchange Report	6
ATM Dispense Report	7
ATM Transactions Journal	8
CHAPTER 2. ATM COMPONENT STATUS REPORTS	10
ATM Status Report	10
ATM Balances by Period Report	11
CHAPTER 3. MISCELLANEOUS REPORTS	14
ATM Total Amount Report	14
ATM Current Balance	16
ATM Retracts Journal	17
ATM Balances Report	17
ATM Balance Report (by device)	19
APPENDIX 1. SAMPLE REPORTS	20
ATM Cash In	20
ATM Cassette	22
ATM Currency Exchange Report	23
ATM Dispense	24
ATM Transactions Journal	26
ATM Status Report	27
ATM Balances by Period	29
ATM Total Amount	30
ATM Current Balance	31
ATM Retracts Journal	32
ATM Balances	33
ATM Balance Report	34

Introduction



To monitor operation of the ATM network, WAY4 makes it possible to generate reports for the results of ATM operation.


This document is intended for WAY4 administrators (bank or processing centre employees) responsible for configuring and servicing the ATM network.

When working with this document, it is recommended to refer to the following resources from the OpenWay documentation series:

- "DB Manager Manual"
- "Acquiring Module"
- "ATM Controller"
- "ATM Monitoring"

The following conventions are used throughout the document:

- Field labels in screen form are shown in *italics*.
- Screen form button labels are enclosed in square brackets, such as [Approve].
- Sequences for selecting user menu items are given with arrows, as in: "Issuing → Contracts Input & Update".
- Sequences for selecting system menu items are given with a different type of arrow, for example: "Database => Change password".
- Key combinations used when working with DB Manager are shown in angular brackets as in <Ctrl>+<F3>.
- Warnings that there is a danger of making an incorrect action are marked with the  sign.
- Messages marked with the  sign contain information about important features, additional facilities or the optimal use of certain functions of the system.

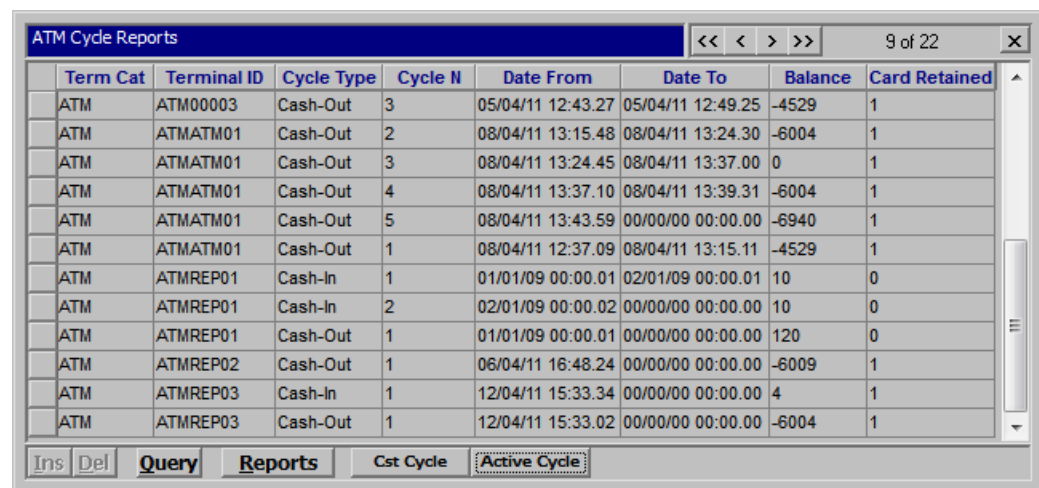
 Note: The concept of virtual ATM cassettes is used in ATM controller reports. During cash-in, banknotes are identified. Each denomination of a banknote in a particular currency, taking into account the variation of banknotes in circulation, is placed according to a particular virtual cassette. Therefore, banknotes accepted by the ATM in the same currency, same denomination and same type are shown in the report as being contained in the corresponding virtual cassette. In all cases where acceptance of banknotes by a cassette is referred to, it is a virtual cassette that is meant.

Chapter 1. Reports by ATM Cycles

To monitor the operation of the ATM network, WAY4 makes it possible to generate the following reports for ATM cycles:

- ATM Cash In Report.
- ATM Cassette Report.
- ATM Currency Exchange Report.
- ATM Dispense Report.
- ATM Transactions Journal.

These reports are accessed from the "ATM Cycle Reports" form (see Fig. 1), opened by the user menu item "Full → Acquiring → ATM Controller → ATM Cycle Reports".



Term Cat	Terminal ID	Cycle Type	Cycle N	Date From	Date To	Balance	Card Retained
ATM	ATM00003	Cash-Out	3	05/04/11 12:43.27	05/04/11 12:49.25	-4529	1
ATM	ATMATM01	Cash-Out	2	08/04/11 13:15.48	08/04/11 13:24.30	-6004	1
ATM	ATMATM01	Cash-Out	3	08/04/11 13:24.45	08/04/11 13:37.00	0	1
ATM	ATMATM01	Cash-Out	4	08/04/11 13:37.10	08/04/11 13:39.31	-6004	1
ATM	ATMATM01	Cash-Out	5	08/04/11 13:43.59	00/00/00 00:00.00	-6940	1
ATM	ATMATM01	Cash-Out	1	08/04/11 12:37.09	08/04/11 13:15.11	-4529	1
ATM	ATMREP01	Cash-In	1	01/01/09 00:00.01	02/01/09 00:00.01	10	0
ATM	ATMREP01	Cash-In	2	02/01/09 00:00.02	00/00/00 00:00.00	10	0
ATM	ATMREP01	Cash-Out	1	01/01/09 00:00.01	00/00/00 00:00.00	120	0
ATM	ATMREP02	Cash-Out	1	06/04/11 16:48.24	00/00/00 00:00.00	-6009	1
ATM	ATMREP03	Cash-In	1	12/04/11 15:33.34	00/00/00 00:00.00	4	1
ATM	ATMREP03	Cash-Out	1	12/04/11 15:33.02	00/00/00 00:00.00	-6004	1

Fig. 1. Grid form with the list of ATM cycles

The "ATM Cycle Reports" form contains the following fields:

- *Term Cat* – device category (in this case, "ATM").
- *Terminal ID* – ATM's unique identifier in WAY4.
- *Cycle Type* – cycle type; for example, "Cash-Out" – for cash-out cassettes, "Cash-In" – for virtual cash-in cassettes (see Note in the section "Introduction"), etc.
- *Cycle N* – cycle sequence number.
- *Date From* – cycle start date and time.
- *Date To* – cycle end date and time.
- *Balance* – difference between the number of banknotes loaded into and dispensed from the ATM.
- *Card Retained* – number of cards retained during a cycle.

To generate a report, select the required cycle and click the [Reports] button. A context menu with a list of report types will be displayed (see Fig. 2).

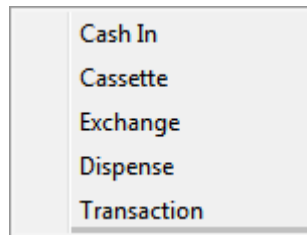



Fig. 2. List of reports

Select the required report type and follow the instructions given in this document for each report type.

ATM Cash In Report

An ATM Cash In report provides the user with information about the number of cash-in transactions made for a cycle, specifying bankcard numbers, transaction amounts, and the number, denominations and currency of accepted banknotes.

 Banknotes accepted from a client are placed according to so-called virtual cassettes (see Note in the section "Introduction").

To generate the report, in the "ATM Cycle Reports" form (see Fig. 1 in the section "Reports by ATM Cycles") select the required cycle, click the [Reports] button and select the "Cash In" item from the context menu.

The report header shows the following:

- Financial Institution – the name of the financial institution to which the ATM contract belongs.
- Terminal # – ATM's unique identifier in WAY4.
- Device Name – ATM name.
- Location – ATM location.
- Device Type – ATM model registered in WAY and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").
- Cycle # – cycle number.
- Date From – start banking date of cycle.
- Date To – end banking date of cycle.
- Number of Retained Cards – number of retained cards.

This report is preceded by information about the state of ATM cassettes, specifying the denomination and currency of banknotes accepted to each virtual cassette (see "ATM Cassette Report").

The ATM Cash In report contains information about the number of cash-in transactions made for a cycle, grouped according to the following parameters:

- Currency – transaction currency.
- Transaction Type – transaction type.
- Posting Status – status of the document generated for the transaction.

The report (see "ATM Cash In ") is in the form of a table containing the following columns:

- Transaction Date – transaction date.
- Target – number of the bankcard participating in the transaction or the name of the target contract.
- Auth – transaction authorisation code.
- Amount – transaction amount.
- Dispense – the number of banknotes accepted to the corresponding virtual cassettes (see Note in the section "Introduction"). The field value has the following format: N(M), where N is the name of the virtual cassette and M is the number of accepted banknotes.

ATM Cassette Report

An ATM cassette report provides the user with information about the number, denomination and currency of banknotes:

- Loaded into the cassette during collection.
- Dispensed from the cassette.
- Dispensed from the cassette but forgotten by the cardholder.
- Rejected by the ATM when dispensing.
- Available for dispensing from the cassette.

To generate a report about cassette status, in the "ATM Cycle Reports" form (see Fig. 1 in the section "Reports by ATM Cycles") click the [Reports] button and select the "Cassette" item from the context menu.

An ATM cassette report contains information about the current state of ATM cassettes, grouped by the currencies of banknotes loaded into cassettes.

The report header shows the following:

- Financial Institution – name of the financial institution to which the ATM contract belongs.
- Terminal # – ATM's unique identifier in WAY4.
- Device Name – ATM name.
- Location – ATM location.
- Device Type – ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").
- Cycle # – cycle number.

- Date From – start banking date of cycle.
- Date To – end banking date of cycle.
- Number of Retained Cards – number of retained cards.
- Cassette counters out of balance – the names of cassettes for which the balance for banknotes loaded into the cassette, dispensed and remaining did not add up.

This report (see "ATM Cassette ") is in the form of a table containing the following information:


- Cassette – cassette:
 - Nm – cassette identifier (letter or number).
 - Denom – denomination of loaded banknotes.
 - Curr. – currency of loaded banknotes.
- Loaded – loaded:
 - # – number of loaded banknotes.
 - Amount – amount according to the denomination of loaded banknotes.
- Dispensed – dispensed:
 - # – number of dispensed banknotes.
 - Amount – amount according to the denomination of dispensed banknotes.
- Retracted – dispensed from the cassette but left in the ATM by the cardholder:
 - # – number of dispensed banknotes.
 - Amount – amount according to the denomination of dispensed banknotes.
- Diverted – rejected by the ATM when dispensing:
 - # – number of rejected banknotes.
 - Amount – amount according to the denomination of rejected banknotes.
- Available – available for dispensing from the cassette.
 - # – number of banknotes available for dispensing.
 - Amount – amount according to the nomination of banknotes available for dispensing.

At the end of the report, the values of total amounts are shown:

- Total for – amount for the corresponding currency.
- Hash Total – total amount for each column.

ATM Currency Exchange Report

To generate a report on currency exchange, in the "ATM Cycle Reports" form (see Fig. 1 in the section "Reports by ATM Cycles"), click on the [Reports] button and select the "Exchange" item from the context menu.

 The P_SHOWCASH parameter (possible values: "Y"/"N") can be used for this report, allowing information to be shown in the report about the distribution of dispensed banknotes by cassette.


The report header shows the following:

- Financial Institution – name of the financial institution to which the ATM contract belongs.
- Terminal # – ATM's unique identifier in WAY4.
- Device Name – ATM name.
- Location – ATM location.
- Device Type – ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").
- Cycle # – cycle number.
- Date From – to – start and end banking dates of the cycle.

An ATM Exchange Report contains information about transactions for a selected cycle, grouped according to the following parameters:

- Combination of entered and dispensed currency (for example, USD and EUR).
- According to the rounding currency specified in the Rounding column.

This report (see "ATM Currency Exchange Report ") is in the form of a table containing the following columns:

 For all columns except Exchange Rate and St., the currency in which the column value is shown is specified.

- Trans Date – transaction date.
- Input Amount – amount entered for exchange.
- Change – change dispensed as a result of currency exchange.
- Net Input – amount (in the original currency), actually to be exchanged.
- Rounding – the remainder of the amount (in the rounding currency) that could not be dispensed.
- Commission – fee for currency exchange.
- Exchange Rate – exchange rate.

- Outward – dispensed amount.
- St – status code of the document generated for the transaction.

ATM Dispense Report

An ATM Dispense Report provides the user with information about the number of transactions made for a cycle, specifying bankcard numbers, transaction amounts, and the number, denominations and currencies of the dispensed banknotes.

To create an ATM Dispense Report, in the "ATM Cycle Reports" form (see Fig. 1 in the section "Reports by ATM Cycles") click the [Reports] button and select the "Dispense" item from the context menu.

The report header shows the following:

- Financial Institution – name of the financial institution to which the ATM contract belongs.
- Terminal # – ATM's unique identifier in WAY4.
- Device Name – ATM name.
- Location – ATM location.
- Device Type – the ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").
- Cycle # – cycle number.
- Date From – start banking date of cycle.
- Date To – end banking date of cycle.
- Number of Retained Cards – number of retained cards.
- Cassette counters out of balance – the names of cassettes for which the balance for banknotes loaded into the cassette, dispensed and remaining did not add up.

This report is preceded by information about the status of ATM cassettes, specifying the denomination and currency of banknotes loaded into each cassette (see "ATM Cassette Report").

The ATM Dispense Report contains information about transactions for the selected cycle, grouped according to the following parameters:

- Currency – transaction currency.
- Request Category – request/advice category (possible values: "Advice"/"Reversal").
- Posting Status – status of the document generated for the transaction.

This report (see "ATM Dispense ") is in the form of a table containing the following columns:

- Tr. Date – transaction date.

- Card Number – number of the bankcard participating in the transaction.
- Auth – transaction authorisation code.
- Amount – transaction amount.
- Dispense – elaboration of the distribution of dispensed banknotes by cassettes with specification of the cassette number, the number of dispensed banknotes and the dispense type. Information is shown in the format A(B Y), where A is the cassette name, B is the number of banknotes issued from it, and Y is the dispense type. Possible values: "D" - "Dispense", "L" – "Load", "U" - "Unload" etc.). This field may also contain information about status message error level (see the section "ATM Message Types Dictionary" of the document "ATM Controller").

ATM Transactions Journal

The ATM Transaction Journal shows information about transactions made in the selected cycle that were related to dispensing or accepting cash. Depending on the cycle type, information about various transaction types is given in the report.

To create an ATM Transaction Journal, in the "ATM Cycle Reports" form (see Fig. 1 in the section "Reports by ATM Cycles"), click the [Reports] button and select the "Transaction" item from the context menu.

The header shows the following:

- Financial Institution – name of the financial institution to which the ATM contract belongs.
- Terminal # – ATM's unique identifier in WAY4.
- Device Name – ATM name.
- Location – ATM location.
- Device Type – the ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").
- Cycle # – cycle number and type.
- Date From – start banking date of cycle.
- Date To – end banking date of cycle.
- Number of Retained Cards – number of retained cards.

An ATM Transaction Journal contains transaction data (for a selected cycle), grouped according to the following parameters:

- Currency – transaction currency.
- Transaction Type – transaction type.
- Request Category – request/advice category (possible values: "Advice"/"Reversal").

- Posting Status – status of the document generated for the transaction.

This report (see "ATM Transactions Journal ") is in the form of a table containing the following columns:

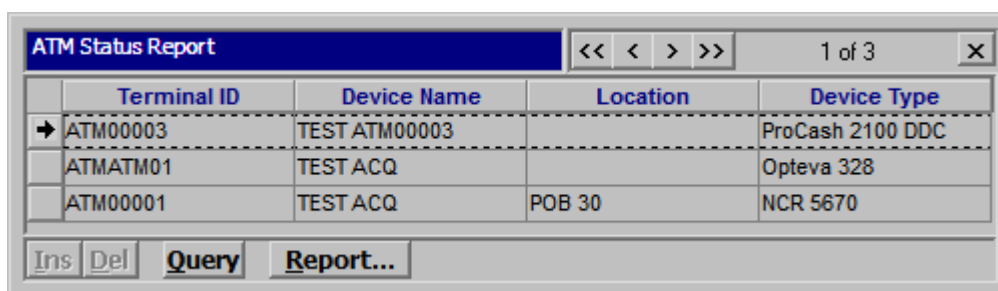
- Transaction Date – transaction date and time.
- Contract Number – target contract number.
- Auth – transaction authorisation code.
- Amount – transaction amount.
- Details – elaboration of the distribution of dispensed banknotes by cassettes with specification of the cassette number, the number of dispensed banknotes and the dispense type. Information is given in the format A(B Y), where A is the cassette name, B is the number of banknotes issued from it, and Y is the dispense type. Possible values: "D" - "Dispense", "L" – "Load", "U" - "Unload" etc.). This field may also contain information about status message error level (see the section "ATM Message Types Dictionary" of the document "ATM Controller").

Chapter 2. ATM Component Status Reports

To monitor the operation of the ATM network, WAY4 makes it possible to generate the following reports on the status of ATM components:

- ATM Status Report.
- ATM Balances by Period Report.

These reports are accessed from the "ATM Status Report" form (see Fig. 3), opened with the user menu item "Full → Acquiring → ATM Controller → ATM Status Report".



Terminal ID	Device Name	Location	Device Type
→ ATM00003	TEST ATM00003		ProCash 2100 DDC
ATMATM01	TEST ACQ		Opteva 328
ATM00001	TEST ACQ	POB 30	NCR 5670

Buttons: Ins, Del, Query, Report... | Page: 1 of 3

Fig. 3. List of ATMs registered in WAY4

The "ATM Status Report" form contains the following fields:

- *Terminal ID* – ATM's unique identifier in WAY4.
- *Device Name* – ATM name.
- *Location* – ATM location.
- *Device Type* – the ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").

To generate a report, select the required ATM and click the [Report] button. A context menu with a list of report types will be displayed (see Fig. 4).

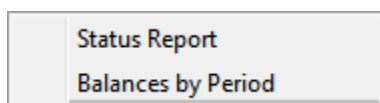


Fig. 4. List of reports

Select the required report type and follow the instructions given in this document for each report type.

ATM Status Report

This report is a log of errors in the operation of ATM components.

To create an ATM Status Report, in the "ATM Status Report" form (see Fig. 3 in the section "ATM Component Status Reports") click the [Report] button and select the "Status Report" item from the context menu.

The "Date From – To" form will be displayed (see Fig. 5).

In the *Date From* and *Date To* fields of this form, specify the banking dates of the start and end of the cycle for which the report is being generated.

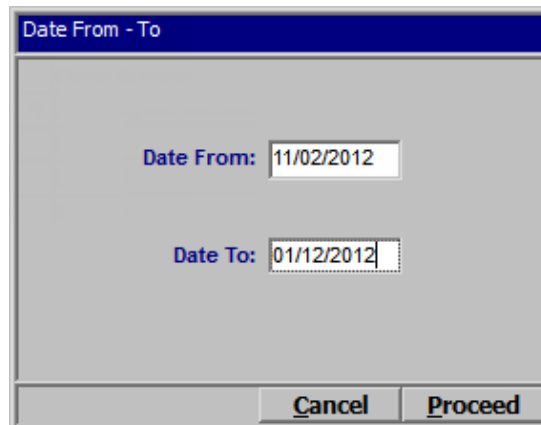


Fig. 5. Form for setting the report generation period

After filling in the fields of the "Date From – To" form and clicking the [Proceed] button, the report will be generated.

The header of the report shows:

- *Date From* – start banking date of cycle.
- *Date To* – end banking date of cycle.
- *Financial Institution* – name of the financial institution to which the ATM contract belongs.
- *Terminal ID* – ATM's unique identifier in WAY4.
- *Report Created on* – report creation date.

An ATM Status Report contains information about errors that occurred during operation of an ATM, grouped by operations.

This report (see "ATM Status Report ") is in the form of a table, containing the following columns:

- Hardware – ATM component name.
- Error Level – ATM status message error level.
- Status Message – status message description.
- Duration in min – ATM component's length of time in this status.

ATM Balances by Period Report

This report provides information about the status of ATM cassette counters, grouped by cycle types.

To create an ATM Balances by Period Report, in the "ATM Status Report" form (see Fig. 3 in the section "ATM Component Status Reports") select the required ATM name, click the [Report] button and select the "Balances By Period" item from the context menu.

The "DateTime From – To" form will be displayed (see Fig. 6).

In the *Date From* and *Date To* fields of this form specify the start and end date of the cycle for which the report is being generated.

Fig. 6. Form for entering the cycle start and end date and time

After filling in the fields of the "Date From – To" form and clicking the [Proceed] button, the report will be generated.

The report header shows the following:

- *Financial Institution* – name of the financial institution to which the ATM contract belongs.
- *Date From* – start banking date of cycle.
- *Date To* – end banking date of cycle.
- *Terminal #* – ATM's unique identifier in WAY4.
- *Device Name* – ATM name.
- *Location* – ATM location.
- *Device Type* – ATM model registered in WAY4 and described in the "ATM Types" dictionary ("Configuration Setup → Merchant Device Setup → ATM Types").

This report contains information about the state of ATM cassettes, grouped according to the following parameters:

- Cycle type.
- Currency.

The report (see "ATM Balances by Period ") is in the form of a table containing the following columns:

- Cassette – cassette:
 - Nm – cassette identifier (letter or number).
 - Denom – denomination of loaded or accepted banknotes.
 - Curr – currency of loaded banknotes.



Banknotes accepted from clients are placed according to so-called virtual cassettes (see Note in the section "Introduction").

- Loaded – loaded:

- # – number of loaded banknotes.
- Amount – amount according to the denomination of loaded banknotes.
- Encashed – accepted:
 - # – number of accepted banknotes.
 - Amount – amount according to the denomination of accepted banknotes.
- Refunded – received from the client and returned by the ATM:
 - # – number of banknotes returned to the client.
 - Amount – amount according to the denomination of banknotes returned to the client.



The "Encashed" and "Refunded" columns are shown for "Cash In" cycles.

- Diverted – rejected by the ATM when dispensing or accepting:
 - # – number of rejected banknotes.
 - Amount – amount according to the denomination of rejected banknotes.
- Dispensed – dispensed:
 - # – number of dispensed banknotes.
 - Amount – amount according to the denomination of dispensed banknotes.
- Retracted – dispensed from the cassette but left in the ATM by the cardholder:
 - # – number of retracted banknotes.
 - Amount – amount according to the denomination of retracted banknotes.



The "Dispensed" and "Retracted" columns are shown for "Cash Out" cycles.

Chapter 3. Miscellaneous Reports

To monitor operation of the ATM network, WAY4 makes it possible to generate the following reports:


- ATM Total Amount Report.
- ATM Current Balance.
- ATM Retracts Journal.
- ATM Balances Report.
- ATM Balance Report (by device).

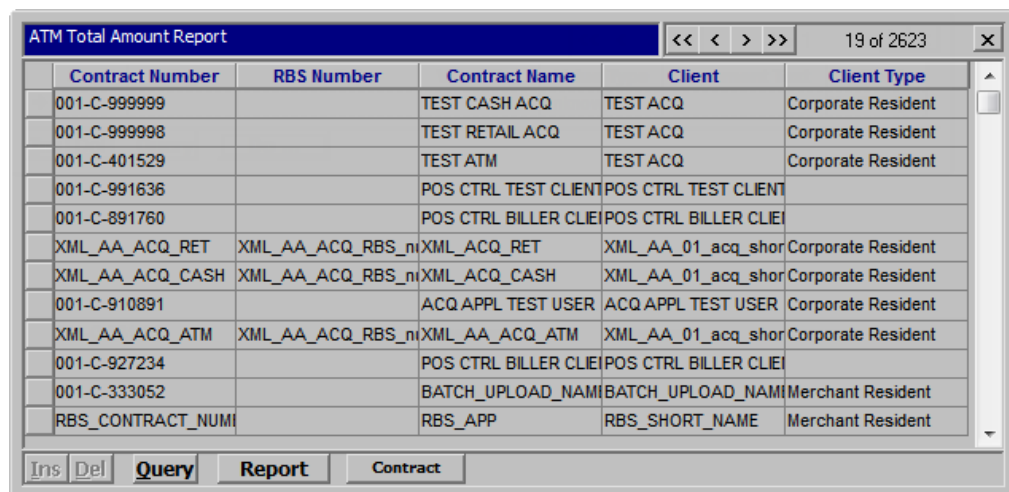
ATM Total Amount Report

The ATM Total Amount Report contains information about reimbursements for transactions made on ATMs for a custom-defined period.

To generate an ATM Total Amount Report, select the user menu item "Full → Acquiring → ATM Controller → ATM Total Amount Report".

This will open the "ATM Total Amount Report" grid form with a list of acquiring module contracts registered for the selected financial institution (see Fig. 7).

 By default, all acquiring module contracts will be shown in this form, including merchant contracts without subordinate ATM contracts. To display account contracts for which ATM subcontracts are registered, use queries when opening the form.



Contract Number	RBS Number	Contract Name	Client	Client Type
001-C-999999		TEST CASH ACQ	TEST ACQ	Corporate Resident
001-C-999998		TEST RETAIL ACQ	TEST ACQ	Corporate Resident
001-C-401529		TEST ATM	TEST ACQ	Corporate Resident
001-C-991636		POS CTRL TEST CLIENT	POS CTRL TEST CLIENT	
001-C-891760		POS CTRL BILLER CLIE	POS CTRL BILLER CLIE	
XML_AA_ACQ_RET	XML_AA_ACQ_RBS_n	XML_AA_ACQ_RET	XML_AA_01_acq_shor	Corporate Resident
XML_AA_ACQ_CASH	XML_AA_ACQ_RBS_n	XML_AA_ACQ_CASH	XML_AA_01_acq_shor	Corporate Resident
001-C-910891		ACQ APPL TEST USER	ACQ APPL TEST USER	Corporate Resident
XML_AA_ACQ_ATM	XML_AA_ACQ_RBS_n	XML_AA_ACQ_ATM	XML_AA_01_acq_shor	Corporate Resident
001-C-927234		POS CTRL BILLER CLIE	POS CTRL BILLER CLIE	
001-C-333052		BATCH_UPLOAD_NAME	BATCH_UPLOAD_NAME	Merchant Resident
RBS_CONTRACT_NUM		RBS_APP	RBS_SHORT_NAME	Merchant Resident

Fig. 7. List of merchant contracts

The "ATM Total Amount Report" form contains the following fields:

- *Contract Number* – contract number.
- *RBS Number* – contract RBS number.

- *Contract Name* – contract name.
- *Client* – name of the client registered in the database.
- *Client Type* – client type (for the list of registered client types, see the *Name* field of the form "Full → Configuration Setup → Client Classifiers → Client Types").

To generate a report, select the row in the table that corresponds to the contract for which the report is being generated and click the [Report] button.

The "Date From – To" form will be displayed.

In the *Date From* field, specify the start date and in the *Date To* field, the end date of the cycle for which the ATM Total Amount Report is being generated and click the [Proceed] button, after which the report will be generated.

The report header shows the following:

- *Financial Institution* – financial institution name.
- *Date From* – start banking date of cycle.
- *Date To* – end banking date of cycle.
- *Contract #* – merchant contract number.
- *Contract name* – contract name.

The ATM Total Amount Report contains information about reimbursements for a custom-defined period, grouped according to the following parameters:

- Val. Date – reimbursement date.
- Channel – name of payment system from which the transaction information was received.
- Currency – reimbursement currency.
- Status – status of the document generated for the transaction.

This report (see "ATM Total Amount ") is in the form of a table containing the following columns:

- Terminal ID – ATM identifier.
- Cycle – cycle number.
- N of Trans – number of transactions made on the ATM.
- Amount – transaction amount.
- Discount (this field is not used for ATM controller reports).

For data grouped according to each status, the following total information is shown:

- Total this Channel & Status:
 - Amount – transaction amount.
 - Discount (this field is not used for ATM controller reports).

The following total information is shown at the end of the table:

- Total this <status name> Value Date & Currency – totals for the specified status, date and currency.

ATM Current Balance

This report provides information about the number of banknotes in all ATMs registered in WAY4 at the time of the report's generation. The report shows the balance of cash in each ATM and the amount of cash in each currency in all ATMs.

To generate the report, select the user menu item "Full → Acquiring → ATM Controller → ATM Current Balance Report".

The name of the financial institution is shown in the report header.

The ATM Current Balance Report contains information about the number of banknotes in all ATMs, grouped according to the following parameters:

- Fin. Inst – financial institution.
- Currency – currency.
- Terminal ID – ATM identifier.
- Cycle Type – cycle type.

This report (see "ATM Current Balance ") is in the form of a table containing the following columns:

- Terminal ID – ATM identifier.
- Cycle Type – cycle type.
- Name – cassette name (possible field values are specified in the section "Currency Cassette Status" in the document "ATM Monitoring").
- Pos – the number of the position in which the cassette is located (for the Diebold protocol, for the NDC protocol, the position number corresponds to the cassette name).
- Denomination – denomination of banknotes or coins loaded or accepted in the cassette.



Banknotes accepted from the client are placed according to so-called virtual cassettes (see Note in the section "Introduction").

- Available – number of banknotes or coins.
- Amount Available:
 - amount available for dispensing (for "Cash Out" cycles).
 - amount of cash accepted (for "Cash In" financial cycles).

The value in this field is calculated as follows: the value in the Denomination field multiplied by the value in the Available field.

ATM Retracts Journal

This report provides information about messages about banknotes that were left in the ATM. The report shows status messages as well as information about dispensing operations for 5 minutes preceding the message. This report is relevant for Diebold ATMs.

To generate the report, select the user menu item "Full → Acquiring → ATM Controller → ATM Retracts Journal".

The "Date From – To" form will be displayed.

In the *Date From* and *Date To* fields of this form, specify the start and end date of the cycle for which the report is being generated.

After filling in the fields of the "Date From – To" field and clicking the [Proceed] button, the report will be created.

The report header shows:

- *Financial Institution* – name of financial institution.
- *From – to* – cycle start and end date.

The report (see "ATM Retracts Journal ") is in the form of a table containing information about ATM status messages. For each message, information is shown about dispensing operations for 5 minutes preceding the message.

For status messages, information in the table is shown in columns:

- Message time – message generation date and time.
- Terminal ID – ATM identifier.
- Terminal location – ATM location.
- Message text – message text.

Information about dispensing operations for 5 minutes preceding a status message are shown in the following columns:

- Transaction time – time of transaction.
- Card Number – number of the bankcard used for the transaction.
- Amount – transaction amount.
- Currency – transaction currency.
- Posting Status – status of the document generated for the transaction.

ATM Balances Report

This report provides information about the state of all the selected financial institution's ATM cassette counters.

To generate a report, select the user menu item "Full → Acquiring → ATM Controller → ATM Balances Report".

The "Date From – To" form will be displayed.

In the *Date From* and *Date To* fields of this form, specify the start and end banking dates of the cycle for which the report is being generated.

After filling in the fields of the "Date From – To" form and clicking the [Proceed] button, the report is generated.

The report header shows the following:

- *Financial Institution* – name of the financial institution.
- *Date From* – start banking date of cycle.
- *Date To* – end banking date of cycle.

The ATM Balances Report contains information about the number, denomination and currency of banknotes, grouped according to the following parameters:

- ATM – ATM identifier.
- Repl Cycle – cycle number.
- Currency – currency.

This report (see "ATM Balances ") is in the form of a table containing the following columns:

- Cassette – cassette name (possible field values are specified in the section "Currency Cassette Status" in the document "ATM Monitoring").
- Pos – the number of the position in which the cassette is located (for the Diebold protocol, for the NDC protocol, the position number corresponds to the cassette name).
- Denomination – denomination of banknotes or coins loaded or accepted to the cassette.



Banknotes accepted from a client are placed according to so-called virtual cassettes (see Note in the section "Introduction").

- Loaded – number of loaded banknotes.
- Dispensed – number of dispensed banknotes.



For "Cash In" cycles, a negative value in this field means the number of accepted banknotes.

- Diverted – the number of banknotes rejected during dispensing.
- Retracted – the number of banknotes dispensed from a cassette but left in the ATM by the cardholder.
- Available – the number of banknotes or coins available for dispensing (for cycles with the "Cash Out" type) (or the amount of cash accepted for "Cash In" cycles).
- Available Amnt – the amount available for dispensing for "Cash Out" cycles (or the amount of cash accepted for "Cash In" cycles), calculated as follows: the value in the Denomination field, multiplied by the value in the Available field.

ATM Balance Report (by device)

This report shows information about the state of cassette counters for a selected ATM.

To generate a report, select the user menu item "Full → Acquiring → ATM Controller → ATM Balance Report (by Device)".

The "ATM Balance Report (by device)" grid form will be displayed, containing a list of ATMs registered in WAY4. An identical form is shown in Fig. 3 in the section "ATM Component Status Reports".

To generate a report, select the required ATM and click the [Report] button. The "Date From – To" form will be displayed.

In the *Date From* and *Date To* fields of this form, select the start and end banking dates of the cycle for which the report is being generated.

After filling in the fields of the "Date From – To" form and clicking the [Proceed] button, the report will be generated.

The report header shows the following:

- *Financial Institution* – name of the financial institution.
- *Date From* – start banking date of cycle.
- *Date To* – end banking date of cycle.

The ATM Balance Report (by device) contains information about the number, denomination and currency of banknotes, grouped according to the following parameters:

- ATM – ATM identifier.
- Repl Cycle – cycle number.
- Currency – currency.

This report (see "ATM Balance Report ") is in the form of a table. The set of fields is identical to the set of fields in the "ATM Balances Report".

Appendix 1. Sample Reports

ATM Cash In

ATM Cash In

Financial Institution: Principal

Terminal #: ATMREP03 Device Type: NCR 5670
 Device Name: ATMREP03-ATM REPORTS Cycle #: 1
 Location: ATM REPORTS Date: from 12/04/2011 15:33:34 to

Number of Retained Cards: 1

Cassette	Nm	Denom	Curr.	#	Loaded Amount	#	Encashed Amount	#	Refunded Amount	#	Diverted Amount	
12	100	USD		0	0,00	4	400,00	0	0,00	0	0,00	
TOTAL for				USD	0	0,00	4	400,00	0	0,00	0	0,00
Hash Total:				0	0,00	4	400,00	0	0,00	0	0,00	

Currency: USD Note Acceptance Advice Posting Status: Posted

Transaction Date	Target	Auth	Amount	Dispense
12/04/2011 15:52:48	4015-****-****-1554	529582	100,00	12(1)
TOTAL this Posting Status		Number of Transactions:	1	
		Balance:	100,00	

Report created on: 06/12/2012 15:56:17 by: SUPERUSER

Page 1 of 2

ATM Cash In

Financial Institution: Principal

Currency: USD

Note Acceptance Advice

Posting Status: Waiting

Transaction Date	Target	Auth	Amount	Dispense
12/04/2011 15:53:37	4015-****-****-1554	529602	100,00	12 (1)

TOTAL this Posting Status	Number of Transactions:	1
	Balance:	100,00

Currency: USD

Pay by Cash Advice

Posting Status: Posted

Transaction Date	Target	Auth	Amount	Dispense
12/04/2011 15:37:05	MEGAFON, Megafon payment,		100,00	12 (1)

TOTAL this Posting Status	Number of Transactions:	1
	Balance:	100,00

Currency: USD

Pay by Cash Advice

Posting Status: Waiting

Transaction Date	Target	Auth	Amount	Dispense
12/04/2011 15:39:00	MEGAFON, Megafon payment,		100,00	Not Configured 12 (1)

TOTAL this Posting Status	Number of Transactions:	1
	Balance:	100,00

TOTAL this currency	Number of Transactions:	4
	Balance:	400,00

Report created on: 06/12/2012 15:56:17 by: SUPERUSER

Page 2 of 2

ATM Cassette

ATM Cassette

Financial Institution: Principal

Terminal #: ATMREP01
 Device Name: ATMREP01-ATM REPORTS
 Location: ATM REPORTS

Device Type: NCR 5670
 Cycle #: 1
 01/01/2009 00:00:01 -

Number of Retained Cards: 0

Cassette counters out of balance: 3, 2, 4

Cassette			Loaded		Dispensed		Retracted		Diverted		Available		
Nm	Denom	Curr.	#	Amount	#	Amount	#	Amount	#	Amount	#	Amount	
1	50	USD	40	2 000,00	10	500,00	10	500,00	20	1 000,00	0	0,00	
2	100	USD	40	4 000,00	0	0,00	0	0,00	0	0,00	40	4 000,00	
TOTAL for			USD	80	6 000,00	10	500,00	10	500,00	20	1 000,00	40	4 000,00
3	100	EUR	40	4 000,00	0	0,00	0	0,00	0	0,00	40	4 000,00	
4	50	EUR	40	2 000,00	0	0,00	0	0,00	0	0,00	40	2 000,00	
TOTAL for			EUR	80	6 000,00	0	0,00	0	0,00	0	0,00	80	6 000,00
Hash Total:			160	12 000,00	10	500,00	10	500,00	20	1 000,00	120	10 000,00	

ATM Currency Exchange Report

ATM Currency Exchange Report

Financial Institution: Principal

```

-----
Terminal #:      ATM00003      Device Type:    DIEBOLD BASE
Device Name:    ATM00003-OW   Cycle #:        9
Location:       OW           Date: from 14/02/2013 20:17:02 to 15.02.2013 13:29:24
-----

```

Trans.date	Input amount EUR	Change EUR	Net input EUR	Rounding EUR	Comission EUR	Exchange rate	Outward St USD
15/02/13 13:28	200,00	0,00	200,00	4,65	0,00	1,54	300,00 P
Totals:	200,00 EUR	0,00 EUR	200,00 EUR	4,65 EUR	0,00 EUR		300,00 USD

```

-----
Terminal #:      ATM00003      Device Type:    DIEBOLD BASE
Device Name:    ATM00003-OW   Cycle #:        9
Location:       OW           Date: from 14/02/2013 20:17:02 to 15.02.2013 13:29:24
-----

```

Trans.date	Input amount EUR	Change EUR	Net input EUR	Rounding USD	Comission EUR	Exchange rate	Outward St USD
14/02/13 20:50	500,00	0,00	500,00	7,86	0,00	1,54	760,00 P
Totals:	500,00 EUR	0,00 EUR	500,00 EUR	7,86 USD	0,00 EUR		760,00 USD

Report created on: 15/02/2013 13:45:48 by: SUPERUSER

Page 1 of 1

ATM Dispense

ATM Dispense

Financial Institution: Principal

Terminal #: ATMREP02
 Device Name: ATMREP02-ATM REPORTS
 Location: ATM REPORTS

Device Type: NCR 5670
 Cycle #: 1
 06/04/2011 16:48:24 -

Number of Retained Cards: 1

Cassette counters out of balance: 1, 3, 2, 4

Cassette			Loaded		Dispensed		Retracted		Diverted		Available		
Nm	Denom	Curr.	#	Amount	#	Amount	#	Amount	#	Amount	#	Amount	
3	100	EUR	0	0,00	0	0,00	0	0,00	0	0,00	0	0,00	
4	50	EUR	0	0,00	0	0,00	0	0,00	0	0,00	0	0,00	
TOTAL for			EUR	0	0,00	0	0,00	0	0,00	0	0,00	0,00	
1	50	USD	500	25000,00	1	50,00	0	0,00	1	50,00	498	24900,00	
2	100	USD	500	50000,00	4	400,00	0	0,00	1	100,00	495	49500,00	
TOTAL for			USD	1000	75000,00	5	450,00	0	0,00	2	150,00	993	74400,00
Hash Total:			0	0,00	5	450,00	0	0,00	2	150,00	993	74400,00	

Currency: USD

ATM Advice

Posting Status: Posted

Tr. Date	Card Number	Auth	Amount	Dispense
06/04/2011 19:21:04	4015-****-****-1554	529261	100,00	Not Configured 2(1 D)
06/04/2011 19:34:15	4015-****-****-1554	529301	150,00	1(1 D) 2(1 D)
TOTAL this Posting Status		Number of Transactions:		2
		Balance:		250,00

Report created on: 06/12/2012 15:56:29 by: SUPERUSER

Page 1 of 2

ATM Dispense

Financial Institution: Principal

Currency: USD

ATM Advice

Posting Status: Waiting

Tr. Date	Card Number	Auth	Amount	Dispense
06/04/2011 19:31:49	4015-****-****-1554	529281	200,00	Not Configured 2 (2 D)

TOTAL this Posting Status

Number of Transactions:

1

Balance:

200,00

TOTAL this currency

Number of Transactions:

3

Pos	Cst	By Trans	By Count	Balance
1	1	1	1	1
2	2	4	4	4
3	3	0	0	0
4	4	0	0	0

ATM Transactions Journal

ATM Transactions Journal

Financial Institution: Principal

Terminal #: ATMREP02
 Device Name: ATMREP02-ATM REPORTS
 Location: ATM REPORTS

Device Type: NCR 5670
 Cycle #: 1 Cash-Out
 Date: from 06/04/2011 16:48:24 to

Number of Retained Cards: 1

Currency: USD ATM Advice Posting Status: Posted

Transaction Date	Contract Number	Auth	Amount	Details
06/04/2011 19:21:04	4015-****-****-1554	529261	100,00	2(1 D)
06/04/2011 19:34:15	4015-****-****-1554	529301	150,00	2(1 D) 1(1 D)

TOTAL this Posting Status Number of Transactions: 2
 Balance: 250,00

Currency: USD ATM Advice Posting Status: Waiting

Transaction Date	Contract Number	Auth	Amount	Details
06/04/2011 19:31:49	4015-****-****-1554	529281	200,00	2(2 D)

TOTAL this Posting Status Number of Transactions: 1
 Balance: 200,00

TOTAL this Currency Number of Transactions: 3
 Balance: 450,00

ATM Status Report

```

+-----+
!
!               ATM Status Report
!
!               Principal
!
!   Date From:           01/02/2013
!
!   Date to:             15/02/2013
!
!   Financial Institution: Principal
!
!   Terminal ID:         ATM00003
!
!   Report Created on:   15/02/2013 14:18:52
!
!   Printed by:          SUPERUSER
!
!   Number of Pages:     10
!
+-----+

```

```

                                ATM Status Report
Financial Inst.: Principal           From 01/02/2013 to 15/02/2013
-----

```

```

Terminal ID: ATM00003           Location: OW
Operation:  Cash by Code with ticket
-----

```

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer	Error	Consumer printer out of paper	1,58
Dispenser	Fatal Error	Jam between double-detect switch and exit throat	1,42
TOTAL this Operation			Error Time, in min 3,00

```

-----
Terminal ID: ATM00003           Location: OW
Operation:  Cash by Code without ticket
-----

```

Hardware	Error Level	Status Message	Duration, in min
Dispenser	Fatal Error	Jam between double-detect switch and exit throat	1,42
TOTAL this Operation			Error Time, in min 1,42

```

-----
Terminal ID: ATM00003           Location: OW
Operation:  P2P without ticket
-----

```

Hardware	Error Level	Status Message	Duration, in min
TOTAL this Operation			Error Time, in min 0,00

Terminal ID: ATM00003 Location: OW
Operation: P2P with ticket

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer Error		Consumer printer out of paper	1,58
TOTAL this Operation		Error Time, in min	1,58

Terminal ID: ATM00003 Location: OW
Operation: ATM Service without ticket

Hardware	Error Level	Status Message	Duration, in min
TOTAL this Operation		Error Time, in min	0,00

Terminal ID: ATM00003 Location: OW
Operation: ATM Service with ticket

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer Error		Consumer printer out of paper	1,58
TOTAL this Operation		Error Time, in min	1,58

Terminal ID: ATM00003 Location: OW
Operation: Balance Inquiry with ticket

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer Error		Consumer printer out of paper	1,58
TOTAL this Operation		Error Time, in min	1,58

Terminal ID: ATM00003 Location: OW
Operation: Collection with ticket

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer Error		Consumer printer out of paper	1,58
TOTAL this Operation		Error Time, in min	1,58

Terminal ID: ATM00003 Location: OW
Operation: Deposit with ticket

Hardware	Error Level	Status Message	Duration, in min
Consumer Printer Error		Consumer printer out of paper	1,58
TOTAL this Operation		Error Time, in min	1,58

ATM Balances by Period

ATM Balances by Period

Financial Institution: Principal From 01/01/2009 00:00:00 to 31/01/2009 00:00:00

Terminal #: ATMREP01
 Device Name: ATMREP01-ATM REPORTS
 Location: ATM REPORTS
 Device Type: NCR 5670

Cash-In										
Cassette			#	Loaded Amount	Encashed		Refunded		Diverted	
Nm	Denom	Curr.			Amount	Amount	Amount	Amount	Amount	
12	10	USD	0	0,00	20	200,00	0	0,00	0	0,00
TOTAL for			0	0,00	20	200,00	0	0,00	0	0,00
Cash-Out										
Cassette			#	Loaded Amount	Dispensed		Retracted		Diverted	
Nm	Denom	Curr.			Amount	Amount	Amount	Amount	Amount	
3	100	EUR	40	4 000,00	0	0,00	0	0,00	0	0,00
4	50	EUR	40	2 000,00	0	0,00	0	0,00	0	0,00
TOTAL for			80	6 000,00	0	0,00	0	0,00	0	0,00
1	50	USD	40	2 000,00	10	500,00	10	500,00	20	1 000,00
2	100	USD	40	4 000,00	0	0,00	0	0,00	0	0,00
TOTAL for			80	6 000,00	10	500,00	10	500,00	20	1 000,00

ATM Total Amount

```

+-----+
!
!               ATM Total Amount
!
!               Principal
!
!   Date From:           01/01/2011
!
!   Date to:             07/04/2011
!
!   Report Created on:   06/12/2012 15:56:41
!
!   Printed by:          SUPERUSER
!
!   Number of Pages:     2
!
+-----+

```

```

                                ATM Total Amount
Financial Inst.: Principal                               From 01/01/2011 to 07/04/2011
-----
Contract #: 009-C-902198           Contract name: ATM_REPORTS_SHORT_NAME1
-----
Val.Date: 06/04/2011                Currency: USD
Channel:  Our VISA Cards              Status:  Posted
-----
Terminal ID  Cycle N of Trans          Amount          Discount
-----
ATMREP02      1          2          250,00          0,00

Total this Channel & Status      Amount:          250,00
                                Discount:          0,00

-----
Val.Date: 06/04/2011                Currency: USD
Channel:  Our VISA Cards              Status:  Waiting
-----
Terminal ID  Cycle N of Trans          Amount          Discount
-----
ATMREP02      1          1          200,00          0,00

Total this Channel & Status      Amount:          200,00
                                Discount:          0,00

Total this Posted                250,00          0,00
Value Date Waiting                200,00          0,00
& Currency

```

Created on: 06/12/2012 15:56:41 by: SUPERUSER

P. 2/2

ATM Current Balance

ATM Current Balance

Financial Institution: Principal

Fin. Inst.: Principal Currency: USD

Terminal ID	Cycle Type	Name	Pos	Denomination	Available	Amount Available
ATM00003	Cash-Out	D	2	100.00	0	0,00
TOTAL this Terminal ATM00003						0,00
TOTAL this Currency Amount Available:				0,00		

Fin. Inst.: Principal Currency: EUR

Terminal ID	Cycle Type	Name	Pos	Denomination	Available	Amount Available
ATM00001	Cash-Out	3	3	100.00	0	0,00
	Cash-Out	4	4	50.00	0	0,00
TOTAL this Terminal ATM00001						0,00
ATM00003	Cash-Out	E	3	100.00	0	0,00
TOTAL this Terminal ATM00003						0,00
TOTAL this Currency Amount Available:				0,00		

Fin. Inst.: ATM Reports Currency: USD

Terminal ID	Cycle Type	Name	Pos	Denomination	Available	Amount Available
ATMREP01	Cash-In	12	0	10.00	10	100,00
TOTAL this Terminal ATMREP01						100,00
ATMREP03	Cash-In	12	0	100.00	4	400,00
TOTAL this Terminal ATMREP03						400,00
TOTAL this Currency Amount Available:				500,00		

ATM Retracts Journal

ATM Retracts Journal

Financial institution: Principal

From 01/02/2013 to 12/02/2013

Note, this report shows the retract status messages received from ATMs and lists the dispense operations during previous 5 minutes. It does not provide the actual amount of money retracted during operations. Some ATMs do not send retract information.

Message time	Terminal ID	Terminal location	Message text
Transaction time	Card Number	Amount Currency	Posting Status

F.institution: Principal			
12/02/2013 18:10:07	ATM00003	OW	Customer had cash-Door unlocked. Fault on present
12/02/2013 18:08:08	4015-****-****-5478	100,00 USD	Waiting
12/02/2013 18:44:17	ATM00003	OW	Customer had cash-Door unlocked. Fault on present
12/02/2013 18:47:23	ATM00003	OW	Customer had cash-Door unlocked. Fault on present
12/02/2013 18:47:00	4015-****-****-5478	100,00 USD	Waiting
12/02/2013 18:46:47	4015-****-****-5478	20,00 USD	Waiting
12/02/2013 18:45:57	4015-****-****-5478	150,00 USD	Waiting

Total for Principal: 3 messages

Report created 15/02/2013 by: SUPERUSER

Page 1 of 1

ATM Balances

ATM Balances

Financial Institution: Principal From 01/01/2009 to 31/01/2009

Financial Institution ATM Reports

ATM		ATMREP01		Repl Cycle 911			From 01/01/09 00:00:01 To			
Cassete	Pos	Denomination	Loaded	Dispensed	Diverted	Retracted	Available	Available Amnt		
DBP3	3	3	100,00 EUR	40	0	0	0	40	4 000,00 EUR	
DBP4	4	4	50,00 EUR	40	0	0	0	40	2 000,00 EUR	
								Total	6 000,00 EUR	

ATM		ATMREP01		Repl Cycle 932			From 01/01/09 00:00:01 To 02/01/09 00:00:01			
Cassete	Pos	Denomination	Loaded	Dispensed	Diverted	Retracted	Available	Available Amnt		
CBN12	12	0	10,00 USD	0	-10	0	0	10	100,00 USD	
								Total	100,00 USD	

ATM		ATMREP01		Repl Cycle 952			From 02/01/09 00:00:02 To			
Cassete	Pos	Denomination	Loaded	Dispensed	Diverted	Retracted	Available	Available Amnt		
CBN12	12	0	10,00 USD	0	-10	0	0	10	100,00 USD	
								Total	100,00 USD	

ATM Balance Report

ATM Balance Report

Financial Institution: Principal

From 25/02/2013 to 01/03/2013

ATM ATM00003

Repl Cycle 503

From 15/02/13 21:41:11 To

Cassete	Pos	Denomination	Loaded	Dispensed	Diverted	Retracted	Available	Available Amnt
DBP1 C	1	10,00 USD	1000	15	8	2	975	9 750,00 USD
DBP2 D	2	50,00 USD	1400	9	8	2	1 381	69 050,00 USD
							Total	78 800,00 USD

Report created on: 05/03/2013 21:17:00 by: SUPERUSER

Page 1 of 1