**ATM Actioning and Balancing Scenario Base TrainingBalancing before live date**

The following steps and actions will assist the centre to ensure that the system totals and the totals within the Autobank Cash Summary are aligned before live date, thus ensuring that there are no differences when balancing the ATM’s or the ATM General Cash account after live date.

* Reset the COH totals for all the ATM’s
* Cash Loads/Minuses before live date:
  + Ensure that all E15 cash loads or minuses on the ATM have updated on the system by verifying that these appear on Rpt2220, and that the cash on hand totals on Rpt6751 agree with the totals on Rpt2220.
* **Care Suspects actioning before live date:**

1. Ensure that the care suspects have been updated correctly on the Rpt6751, by annotating the action which was performed in the load or CPO exception fields.
2. Please note the following:

* When a care suspect is actioned and annotated on the Rpt 6751 as above, the custodian must perform the following:
  + If the action of the care suspect was to debit the ATM General Cash account, the custodian must perform an E15 Add to the ATM for the care suspect amount.
  + If the action of the care suspect was to credit the ATM General Cash account, the custodian must perform an E15 Minus to the ATM for the care suspect amount.
* The custodian must verify that the cash on hand totals on the Rpt6751 agree with the totals on the Rpt2220.

**“Live” Day**

The following steps and actions will assist the centre in identifying that the ATM totals and the totals for the ATM General Cash account are correct, and if incorrect where these totals can be traced to.

1. The next day after the ”live” date, verify that the COH totals for the Rpt6751 corresponds with the BBF totals of the system on the ATM POR Cash Balancing Summary .

**Possible causes if the totals differs:**

* Confirm that there were no drop loads/minuses
* Confirm that Care Suspects that have been actioned before the live date have been actioned correctly and that it was updated
* Refer to the Rpt2220 for any drop loads and to Rpt2223 for any care suspects
* Ensure that the Rpt6751 has been correctly updated with the care suspects and the cash loads to the ATM machines.
* Ensure that the care suspects actioned since the last balance and reset have been actioned correctly via the E15 function (Add, Minus)
* Ensure that all the cash loads have been correctly actioned on the E15.
* The balancing position is shown as an equation, that is, **General Cash - (cash on hand + unmatched items) = difference.**
* Verify that the difference is = to zero before actioning the CPO unmatched item.
* If the difference is not = to zero, then verify that there are no unmatched items which display in the Unmatched Items list box which are dated before the live date.
* If the unmatched items list box has not been cleared of all unmatched items before the live date, please contact the helpdesk.
* Please remember to action the unmatched item once the above checks have been performed, note that once this has been actioned that the difference will = the CPO total.
* If a branch is being services by a CIT (Cash in Transit) company confirm that all cash updates has been performed before the live date.

**Deposit Envelope Actioning:**

* Confirm that only the previous days deposit envelopes display the Unactioned Deposits list box.
* If there is deposit envelope information displaying in the list box for any day prior to the live date contact the System Support Centre for a cleanup of this information.

**Exception Actioning:**

* Confirm that only the previous days ATM exceptions display in the Unactioned ATM Exception Actioning list box.
* If there is ATM exceptions information displaying in the list box for any day prior to the live date contact the System Support Centre for a cleanup of this information.

**Branches being serviced by CIT companies**

1. **Reserve Cash Paid Out to CIT Company Day before Live Date:**

* When reserve cash is being paid to the CIT company for cash which will be loaded into the ATM on the live date no manual entries must be passed, the following must be performed:
  + An Inter Teller Transaction must be performed to the ATM Custodians Till
  + The custodian must balance their till at the end of the day and include these cash values into their balance specification as if the cash was on hand
  + The next day on live date the custodian will be able to use the new NDS Maintain ATM Cash function to update the ATM’s with the cash loaded
* When reserve cash is being paid to the CIT company by the main branch on behalf of the service centre for cash which will be loaded into the ATM on the live date, the following must be performed:
  + An Inter Teller Transaction must be performed to a nominated tellers Till within the main branch for the amount of the reserve cash
  + The nominated teller will then perform a cash withdrawal for the amount of the reserve cash to Gen Cash Account, thus resulting in their till CPO being increased and their till COH being reduced
  + The ATM custodian in the service centre will then perform a cash deposit for the amount of the reserve cash to the Gen Cash Account, thus resulting in their till cash received being increased and their till COH being increased
  + The next day on live date the custodian will be able to use the new NDS Maintain ATM Cash function to update the ATM’s with the cash loaded

1. **Take Over of CIT Custodian:**

* When the CIT Company custodian is being taken over by another CIT custodian the following process must be followed:
  + The cash must be balanced and the ATM Cash Balance function must be used on NDS
  + Once the cash has been verified and any differences disposed of the system will produce the Cash Balance Record, the take over clause must be written on this record and request the CIT Custodians to sign as verification