



Operation Manual

ATM Controller Reports R2

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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 about potentially hazardous situations or actions.



Information about important features, additional options or the best use of certain system functions.



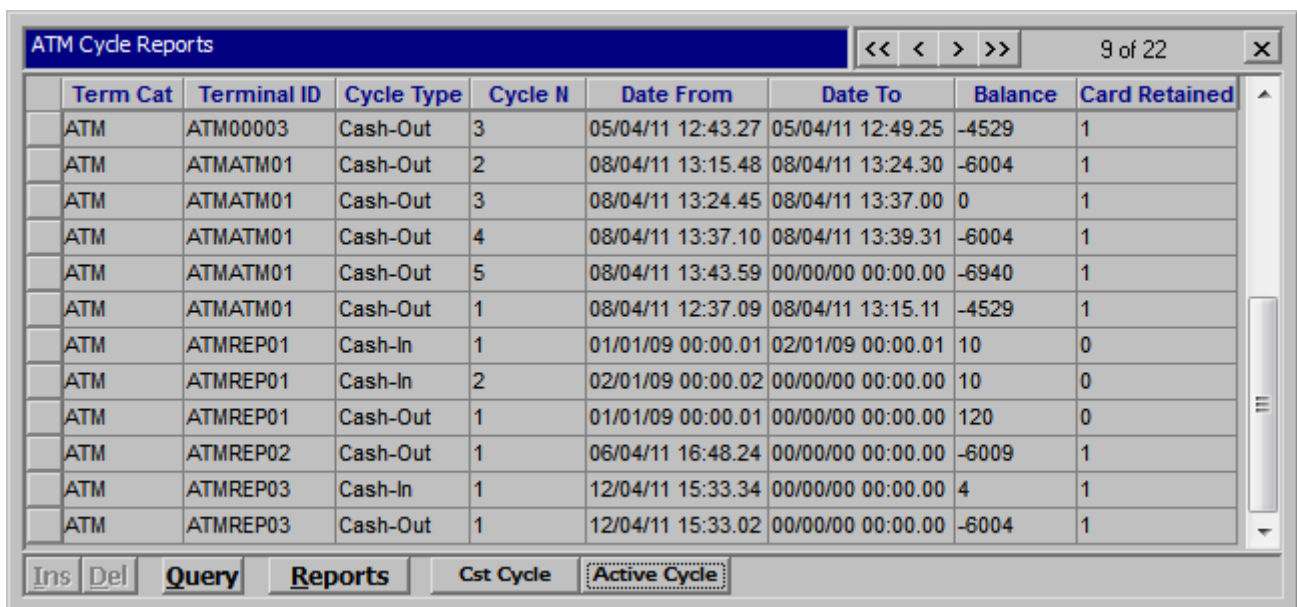
Note: The concept of virtual ATM cassettes is used in ATM controller reports. During cash-in, banknotes are identified. Each denomination of a banknote in a particular currency, taking into account the variation of banknotes in circulation, is placed according to a particular virtual cassette. Therefore, 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.

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 Exchange Report](#).
- [ATM Dispense Report](#).
- [ATM Transaction Report](#).

These reports are accessed from the "ATM Cycle Reports" form (see [Fig. 1](#)), opened by the user menu item "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](#)).

Cash In
Cassette
Exchange
Dispense
Transaction
Dispense for Recycler
Dispense for Recycler by Transaction Type

Fig. 2. List of reports

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

1.1 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 figure [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 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.

1.2 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 figure [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 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.

1.3 ATM Currency Exchange Report

To generate a report on currency exchange, in the "ATM Cycle Reports" form (see figure [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 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.

1.4 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 figure [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 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").

1.5 ATM Transactions Journal

The ATM Transaction Report 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 figure [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 is in the form of a table containing the following columns:

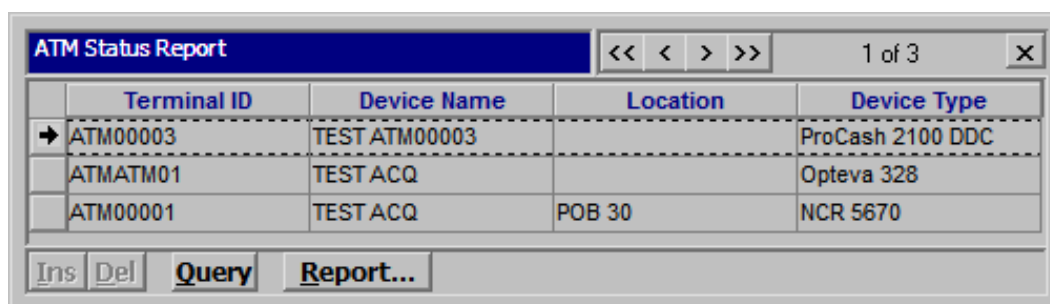
- Transaction Date – transaction date and time.
- Contract Number – target contract number.
- Auth – transaction authorisation code.
- Amount – transaction amount.
- Details – elaboration of the distribution of dispensed banknotes by cassettes with specification of the cassette number, the number of 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").

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 "Acquiring → ATM Controller → ATM Status Report".



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](#)).

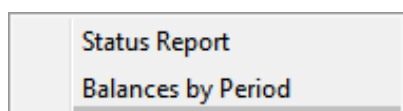


Fig. 4. List of reports

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

2.1 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 figure [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.

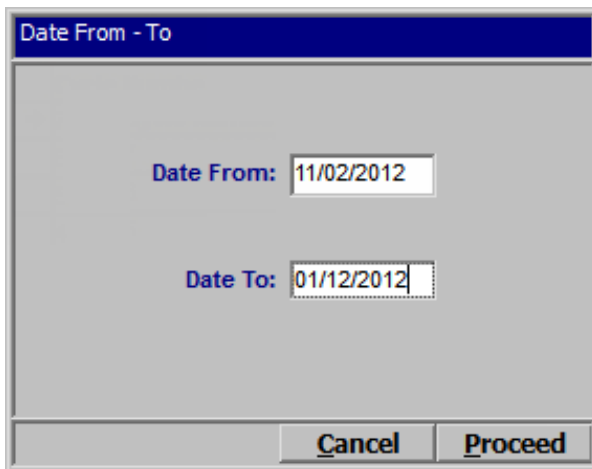


Fig. 5. Form for setting the report generation period

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 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.

2.2 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 figure [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.

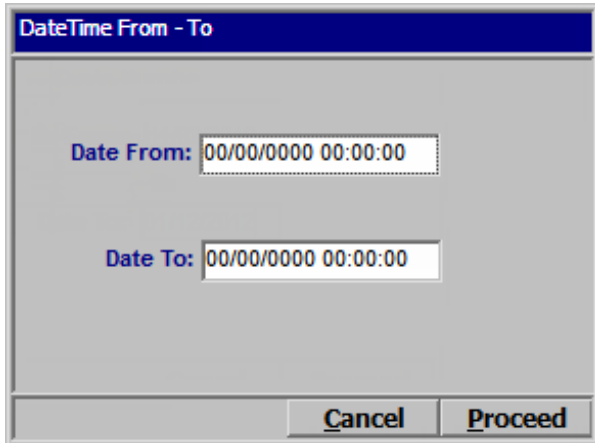


Fig. 6. Form for entering the cycle start and end date and time

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 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.

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 \(by device\)](#).

3.1 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 "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..

ATM Total Amount Report					
				<< < > >>	19 of 2623
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_ni	XML_ACQ_RET	XML_AA_01_acq_shor	Corporate Resident	
XML_AA_ACQ_CASH	XML_AA_ACQ_RBS_ni	XML_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_ni	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_NAMI	BATCH_UPLOAD_NAMI	Merchant Resident	
RBS_CONTRACT_NUMI		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 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.

3.2 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 "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 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 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.

3.3 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 "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 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.

3.4 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 "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 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 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 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.

3.5 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 "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 figure [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 is in the form of a table. The set of fields is identical to the set of fields in the "[ATM Balances Report](#)".