Operation Manual

ATM Replenishment (R2)

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Contents

This document describes ATM replenishment procedures for different makes of ATM machine. The document is intended for bank employees who are responsible for the operation of the ATM network.

The following notation is used in the document:

- Warnings about potentially hazardous situations or actions are marked with a special icon and highlighted.

- Information about important features, additional options, or the best use of certain system functions is marked with a special icon and highlighted.

1.   Overview

ATM replenishment is a set of operations for servicing ATMs. These operations include:

- Replenishing cash for dispensing by the ATM.
- Collecting cash that was not dispensed by the ATM.
- Reconciling information about the results of the ATM's operation. The processing center's information is reconciled with the information stored on the ATM.

To do this, Way4 ATM Management uses the following functionality:

- Printing cash replenishment receipts according to processing center and ATM counter data.
- Automatically closing/opening a financial cycle in the DB.
- Automatically making financial entries when loading/unloading ATM cassettes.
- Resetting and setting banknote counters in the DB when loading/unloading ATM cassettes.

2.   ATM service operations

This section describes ATM replenishment operations that Way4 is responsible for. The specifics of a particular ATM model (menu items, location of internal hardware, etc.) determine how these operations are performed. For more information about a particular ATM model, refer to the documentation provided by its vendor or manufacturer.

2.1   Getting information about the current balance

To get information about the current amount of cash, insert the cash replenishment officer's service card into the ATM's card reader and select "Balance" from the ATM's menu. When the request is received, Way4 temporarily takes the ATM out of service and generates a response with information about the current state of the ATM's counters. The data from Way4 are printed on a receipt. Cash replenishment officers can use this data, for example, to reconcile the number of rejected and forgotten banknotes in the ATM with the processing center's data.

2.2   Replacing ATM cassettes

An ATM's regular replenishment is accompanied by the removal of cassettes with unissued or accepted banknotes and the installation of new cassettes. To replace cassettes, the cash replenishment officer must do the following:

- Insert their service card into the ATM's card reader and selects "Replenishment". When the request is received, Way4 temporarily takes the ATM out of service. The ATM prints a receipt about the current state of counters.
- Open the ATM's service door and use the operator console to switch the ATM to maintenance mode, specifying a password for authentication.
- Service the journal and receipt printers. If necessary, replace the paper roll. According to the device's specification, check that printers are working.
- Print the journal and a receipt with data for all the ATM's counters. This receipt serves as a report about the ATM's operation.
- Check the content of the container where cards retained by the ATM are held. Collect the retained cards to pass them to storage along with the cassettes.
- Reset counters for retained cards and banknotes. Check the result by printing counter values through the journal printer.
- Open the door of the safe and remove the cassettes.

> ⓘ If new cassettes will not be loaded at this stage, for example because the ATM is temporarily out of service for repairs, do as follows to complete service:
>
> - Close the door of the safe.
> - Put the ATM back into service.
> - Close the service door.

- Insert cassettes. Make sure the the cassettes have been inserted correctly.
- Switch to dispenser testing mode. Based on the data received, make sure the cassettes' alphabetic code corresponds to the denominations of banknotes in the cassettes.
- Close the door of the safe.
- Switch to the mode for entering the number of loaded banknotes. For each cassette, specify the number of banknotes according to the accompanying note. Before saving it in the ATM, check the data that was entered.
- Print the journal and a receipt with data for all the ATM's counters. This receipt serves as a report on loading the ATM's cassettes.
- Put the ATM back into service.
- Close the service door.

During the aforementioned actions, Way4 closes the ATM's current financial cycle. For each cassette, a separate document is generated for the amount of cash that was not issued (determined based on the current values of banknote and denomination counters registered for cassettes in the Way4 denominations dictionary). Generation of financial entries for ATM replenishment results are described in the section "Settlement Scheme for ATM Operations" of the document "ATM Controller".

2.3   Sending ATM loading data to Way4

To send Way4 data about the number of loaded banknotes, do as follows:

- Insert the ATM replenishment officer's service card into the ATM's card reader and select "Service" from the menu.
- Go to the menu item for specifying the number of loaded notes for each cassette.
- For each cassette, specify the number of banknotes it contains. Check that counter data are correct according to the receipts printed for the corresponding cassettes.
- Select "Balance" from the ATM's menu. A receipt serves as a report on the import of ATM counter data to Way4.

When data are received, Way4 generates a separate document for each cassette. A document's amount is determined on the basis of the number of banknotes received and the denomination registered for the cassette in the Way4 denominations dictionary. Generation of financial entries for ATM replenishment results are described in the section "Settlement Scheme for ATM Operations" of the document "ATM Controller".