ATM process

1. Input the card to an ATM.
2. Choose your language.
3. The ATM processes your request.
4. The ATM will ask you to insert your PIN number in order to authorize you as a bank customer.
5. Customer inserts the PIN and confirms it with the green button.
6. Information about PIN is sent to the customer’s bank. If incorrect the customer will be asked to introduce it one more time, if correct the next step will follow. After three incorrect attempts, the card will be kept inside the ATM until the owner contacts his/her bank.
7. Choice of action to be performed for the customer (money withdrawal, checking of the available funds, printing a receipt without withdrawing money, change of PIN)
8. The customer chooses to withdraw money.
9. He is being asked to choose the sum of money and currency from one of the listed options or input the number by himself.
10. The customer chooses introducing the amount of 430 PLN by himself.
11. The ATM may suggest that withdrawal of this sum is impossible because it does not have 10/20 PLN banknotes. It will ask you to choose a different sum.
12. ATM will allow you to request a receipt or not.
13. Chosen action is being processed by the ATM. The bank has to approve the transaction.
14. If the transaction is approved, the ATM has to get the information about how much money it needs to dispense.
15. If there are sufficient funds in the customer’s bank account, the ATM proceeds. If not, the request will be declined and the card will be given back or withheld until the customer contacts the bank..
16. If there are sufficient funds in the ATM, money will be withdrawn. If not, the transaction will be declined and the card will be given back or withheld until the customer contacts the bank.
17. If the transaction is completed successfully, the card is given back by the ATM.
18. If the customer does not take the card within a few seconds, an annoying noise goes off to remind the customer about the card.
19. If the transaction is completed successfully, the money follows.
20. If the customer does not take the money within 30 seconds, it goes back into the ATM as a safety measure.