

# ATM Cash Loading Instructions

The cash loading instructions will require you to perform steps at both the front and rear of the ATM and have a supervisor transaction balancing card.

## This procedure should be done when you are removing all cash from ATM and loading a new cash cycle

### Printing Ending Cash Position from Front of ATM (always start with this)

1. Insert your balancing card into the ATM
2. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
3. Re-Insert the balancing card.
4. Press **"Print Cash Position"**. Receipts will print showing the ATM's current cash position.
5. Press **"Cancel"**. The balancing card will be returned.

### Go to Rear of ATM

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR**.
2. This should bring you to the **"Replenish"** menu.
3. Select **"Clear Cash"** by pressing (5) then (ENT). This will clear the totals in the ATM and display zero counts for each cassette.
4. Press (ENT) to return to the Replenish menu.
5. **Load cash** into the cassettes. NOTE: **ATM dual dispenses are configured as Primary and Secondary. Looking at the ATM from the safe or rear, the default Primary side of a Persona is on the right but the Self-Serve ATM Primary is defaulted to the left. The Primary side should be loaded with enough cash to manage the entire cycle – "CUT to CUT" the Second side is a redundant backup and should be loaded to manage the time frame from when the first side goes out until it can be brought back in service. The more cash the larger repair window. Place a tag on the Primary dispenser and instruct the cash supplier to load it for production.**
6. Select **"TEST CASH"** by pressing (10) then (ENT) this will test both dispensers for functionality and will display all good cassettes for both dispensers. If any cassettes are missing from the test results list there was a problem with that missing cassette.
7. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, close the lid and wait for the ATM to come online.

### Go to Front of ATM

1. Insert your balancing card into the ATM.
2. Press **"Cash Replenishment"** button.
3. Select a cassette.
4. Press **"RESET CASH"** (Transact does not recommend using the add cash function)
5. Enter the number of bills in the cassette and press **"TOTALS CORRECT"**. A receipt should print showing the bill count you just entered. NOTE: If the machine has dual dispensers you will need to combine the number of bills for each cassette type and enter that number. Example: Cassette 1 in Dispenser 1 has 1200 bills and Cassette 1 in Dispenser 2 also has 1200 bills. You will enter 2400 bills for Cassette 1 in the ATM.
6. **Repeat steps 3 thru 5 for each cassette.**
7. Press **"Start New Balance Cycle"**.
8. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
9. Re-Insert the balancing card.
10. Press **"Print Cash Position"**. The receipts should show the correct balance for the ATM and Host.
11. Press **"Cancel"**. The balancing card will be returned.

## Cash Add of ATM

**This procedure should be done when you are ADDING CASH to cash cycle not reloading with new cash cycle**

### Printing Cash Position (Always start with this)

1. Insert your balancing card into the ATM
2. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
3. Re-Insert the balancing card.
4. Press **"Print Totals"**. Receipts will print showing the ATM's current cash position.
5. Press **"Cancel"**. The balancing card will be returned.

### Cash Add Rear of ATM

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR**.
2. This should bring you to the **"Replenish"** menu. **NOTE:** If the display shows a *State of Health* or *Fault Status* message, press the **CNL** or **CLR** key to access the **"Select"** menu. Then choose option **(4)** for the **"Replenish"** menu.
3. Select **"Add Cash"** by pressing **(8)** then **(ENT)** the display will show the zero counts in all 4 cassettes and a prompt at the bottom of the screen will display **ENTER CASSETTE TYPE \_\_\_** select **(1)** then enter the display will change to **ENTER NO. OF NOTES \_\_\_**. Enter the number of bills for that cassette then press **ENT**. The display will change back to the first prompt for cassette type. Repeat this for each cassette **2,3,4** you are loading.
4. Press **(CNL)** to return to the Replenish menu.
5. Load cash into the cassettes. **NOTE:** If you are loading a machine with dual cash dispensers each bill denomination has two cassettes. Make sure you split the bills for each denomination and load equal amounts of each bill type into their cassettes.
6. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, close the lid and wait for the ATM to come online.

### Cash Add Front of ATM

1. Insert your balancing card into the ATM.
2. Press **"Cash Replenishment"** button.
3. Select a cassette.
4. Press **"ADD CASH"** (Transact does not recommend using the add cash function).
5. Enter the number of bills in the cassette and press **"TOTALS CORRECT"**. A receipt should print showing the bill count you just entered. **NOTE: ATM dual dispenses are configured as Primary and Secondary. Looking at the ATM from the safe or rear, the default Primary side of a Persona is on the right but the Self-Serve ATM Primary is defaulted to the left. The Primary side should be loaded with enough cash to manage the entire cycle – "CUT to CUT" the Second side is a redundant backup and should be loaded to manage the time frame from when the first side goes out until it can be brought back in service. The more cash the larger repair window. Place a tag on the Primary dispenser and instruct the cash supplier to load it for production.**
6. **Repeat steps 3 thru 5 for each cassette.**
7. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
8. Re-Insert the balancing card.
9. Press **"Print Cash Position"**. The receipts should show the correct balance for the ATM and Host.
10. Press **"Cancel"**. The balancing card will be returned.