NCR ATM Settlement Card Cash Loading Instructions

The cash loading instructions will require you to have a supervisor transaction 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.

Loading the ATM with Cash

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the "**Replenish**" menu if not at the **Replenish** menu press **CNL (Cancel Key)** then **4 ENT (Enter Key)**.
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; however 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.
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,** or close the lid press **9 ENT** and wait for the ATM to come online.

After Loading the ATM with Cash

1. Insert your balancing card into the ATM.
2. Press "**Cash Replenishment**" button.
3. Select a cassette and then press "**RESET CASH**"
4. 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 denomination and enter that number. Example: Cassette 1 in Dispenser 1 has **200** (100 dollar bills) and Cassette 1 in Dispenser 2 also has **200** (100 dollar bills). You will enter **400** bills for Cassette 1 in the ATM.
5. **Repeat steps 3 thru 5 for each cassette**.
6. Press "**Start New Balance Cycle**".
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.

<u>**Cash Add of ATM**</u>

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

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.

Loading the ATM with Cash

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the "**Replenish**" menu if not at the **Replenish** menu press **CNL** then **4 ENT**.
3. Select "**Add Cash**" by pressing (**8**) then (**ENT**) the display will show the 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 you are adding to the cassette then press **ENT.** The display will change back to the first prompt for **ENTER 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,** or close the lid and press **9 ENT** and wait for the ATM to come online.

After Loading the ATM with Cash

1. Insert your balancing card into the ATM.
2. Press "**Cash Replenishment**" button.
3. Select a cassette and press "**ADD CASH**"
4. 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 denomination and enter that number. Example: Cassette 1 in Dispenser 1 has **200** (100 dollar bills) and Cassette 1 in Dispenser 2 also has **200** (100 dollar bills). You will **enter 400** bills for Cassette 1 in the ATM.
5. **Repeat steps 3 thru 5 for each cassette**.
6. Press "**Start New Balance Cycle**".
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.