DAILY BALANCING PROCEDURE
1. Press the BLANK key and the 1 key at the same time.
2. Press the key next to MANAGEMENT FUNCTIONS (upper right corner).
3. Enter your password ______________ and press ENTER.
4. Press the key next to CLOSE.
5. Press the key next to DAY CLOSE and wait for printout (print only once a day).
6. Press the key next to CASSETTE CLOSE.
7. Press the key next to A.
8. Press the key next to TRIAL CASSETTE CLOSE and wait for a printout (Note: on some machines this is called a TRIAL CASSETTE BALANCE).
9. If you are not adding money, press the key next to EXIT twice and then the key next to CUSTOMER TRANSACTIONS.

The ATM is now ready for a customer.

ADDING MONEY TO THE ATM
1. Open the safe and remove the cassette from the ATM.
2. Count any remaining bills and replace or remove any rejected bills.
3. Add money to the cassette (Keep in mind the total number of bills in the cassette).
4. Put the cassette back into the ATM and lock the safe.
5. Press the BLANK key and the 1 key at the same time.
6. Press the key next to MANAGEMENT FUNCTIONS (upper right corner).
7. Enter your password and press ENTER.
8. Press the key next to CLOSE.
9. Press the key next to CASSETTE CLOSE and wait for a printout. These are the final totals.
10. Press the key next to A.
11. Press the key next to CASSETTE CLOSE.
12. Press the key next to ENTER QTY. IN CASSETTE.
13. Enter the number of bills (not the value) in the cassette. Include any bills remaining in the cassette/drawer as well as bills added in Step 3. Example: If there are 10 bills in the cassette and you add 100 more bills, Enter “110” as the starting quantity in the cassette.
14. Press the green OK key.
15. Take a TRIAL CASSETTE CLOSE to verify the correct starting balance.
16. Press the key next to EXIT twice and then the key next to CUSTOMER TRANSACTIONS.

The ATM is now ready for a customer.
CHECKING THE BALANCE
1. Press the BLANK key and the 1 key at the same time.
2. Press the key next to MANAGEMENT FUNCTIONS (upper right corner).
3. Enter your password and press ENTER.
4. Press the key next to CLOSE.
2. Press the key next to TRIAL CASSETTE CLOSE and wait for a printout.
3. Press the key next to EXIT twice and then the key next to CUSTOMER TRANSACTIONS.

The ATM is now ready for a customer.

PRINTING THE JOURNAL
1. Press the BLANK key and the 1 key at the same time.
2. Press the key next to MANAGEMENT FUNCTIONS (upper right corner).
3. Enter your password and press ENTER.
4. Press the key next to JOURNAL.
5. Press the key next to PRINT JOURNAL.
6. Wait for journal to print out. Save these records for at least 6 months.
7. Press the key next to EXIT twice and then the key next to CUSTOMER TRANSACTIONS.

The ATM is now ready for a customer.

NOTE: Once the journal is printed the memory will be automatically erased; you don't need to use the CLEAR JOURNAL function unless you have a journal error. The PRINT LAST X ENTRIES function allows you to print up to the last 2,045 transactions beginning with the most recent transaction record.
REPORT DEFINITIONS

DAY CLOSE: This printout will state the amount dispensed (Settlement) from your ATM since the last DAY CLOSE you printed. Once this report is printed it will zero the totals and start over. When printed daily the settlement total should match the deposit to your account for that business day. The automatic 2:00 bank close applies to the day close. ATTENTION: If host and terminal total do not match, contact ATM Network immediately.

TRIAL CLOSE: Same as DAY CLOSE except that it will not clear the totals. This report can be done at any time.

CASSETTE CLOSE: This printout gives the starting and remaining balance of your cassette. Once this report is printed it will zero the totals and start over. This report is only done when you are adding money to the ATM.

TRIAL CASSETTE CLOSE: Same as CASSETTE CLOSE except that it will not clear the totals. This report can be done at any time to check the balance in the ATM. Note: On some machines this is called TRIAL CASSETTE BALANCE.

JOURNAL REPORT: Your ATM is equipped with an electronic journal that has a detailed record of all transactions that have occurred on your ATM. From time to time you may be asked to provide us with a copy of a particular transaction, so we highly recommend that you print this report on a weekly basis. You should keep these records for at least 6 months.
FEES FOR ADJUSTMENTS AND CHARGEBACKS

It is important that all merchants balance their ATMs at least weekly — and preferably daily — in order to avoid fees assessed for chargebacks for disputed transactions. If the host and terminal totals for a day close do not match, the merchant should fax the day close and the journal for the transactions included in that day close to ATM Network at 1-800-929-0114.

Our processor’s policy regarding adjustment fees is:

- If a merchant notices a discrepancy in the host and terminal totals, and contacts ATM Network up to ten days from the transaction date, no fees are assessed for adjustments. A $30.00 adjustment fee will be assessed beginning with the eleventh day from the transaction date.

- If a merchant fails to notify ATM Network of an imbalance, and, as a result, the cardholder’s bank processes a chargeback to our processor, and ATM Network subsequently sends the merchant an adjustment inquiry, the merchant will be assessed a $30.00 fee if the cardholder did not receive their money. However, if the cardholder did receive their money, there is no processing charge to the merchant.

- If a merchant fails to respond to an adjustment inquiry sent by our processor through ATM Network, he/she will be assessed a $30.00 fee and the cardholder’s account will automatically be credited the disputed amount, regardless of whether the cardholder received their money or not. A merchant’s journal report provides the proof of whether or not money was actually dispensed from the ATM, and only the merchant can provide this proof. Since a cardholder can legally dispute a transaction for up to six months after the transaction, it is important that merchants keep all journal records for at least that duration.

UNDER NO CIRCUMSTANCES SHOULD A MERCHANT EVER REIMBURSE A CARDHOLDER FOR A TRANSACTION THAT THE CARDHOLDER DISPUTES. Instead, cardholders should be instructed to contact their bank and file an affidavit stating that they did not receive their cash. The transaction is between the cardholder’s bank and our processor, and a merchant has no fiscal responsibility to rectify a disputed transaction.