

# CASH OFFICE

## ATM RECONCILIATION

In some clubs, the ATMs are slightly different – this guide will work for most clubs but always check with your Team Leader before following it.

1. Prepare the float for the ATM
  - For example; this could be £1000 of £10 notes and £1000 of £20 notes
2. **Open the main door of the ATM** – the lock is situated on the top left side of the door
3. On the inner door, there is a keypad:
  - **Enter your club's code** (this is usually a 12-digit code) E.g. 123456 224466
  - **Turn the keypad clockwise** to open the door
4. The screen will prompt you to **log in to the ATM**
  - Use the ATM buttons to enter your log in details
  - These are different for each club – your Team Leader will show you where this information is kept in your club
5. Once logged in, you will see a list of options on screen; **Select option 5, statistics, enter, then 1 to print**
6. **Select option 3 to close cassettes and 1 to print**, once printed, success will be on the screen, **press enter**.
7. Select **option 4, day close**, this will print.
8. **Remove all cassettes, press enter**. Screen will display, 'day close success', **press enter again**.
9. **Remove all remaining cash from cassettes**.

10. **Re-fill both the £10 and £20 cassettes**, then **put the cassettes back in**. Make sure each cassette beeps when put back in. **Check green numbers at the top left-hand corner of the cassette rack displays 1 and 4**. Close the inner door, **turn the keypad to secure**. Then lock the outer door.
  
11. **Select option 1, day start, press enter**. You will then **enter the amount of £10 and £20 notes that you have put in the cassettes**. It is the **actual quantity of notes** that have to be entered, not the cash amount. **£1000 of £10s would be entered as 100**, £1000 of £20s would be entered as 50.
  
12. **The ATM will now test the cassettes**, then the **day start report will print**.
  
13. **Press cancel, 3 times** to exit this screen. The ATM will now show 'Temporary out of Service' after 10 – 20 seconds the ATM will come back online and be ready for use.

**You will need to take all cash and receipts - Statistics, Close Cassettes, Day Close and Day Start, to the cash office to balance the ATM.**