



# User Manual

rePAY Smart Teller user guide.

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2021

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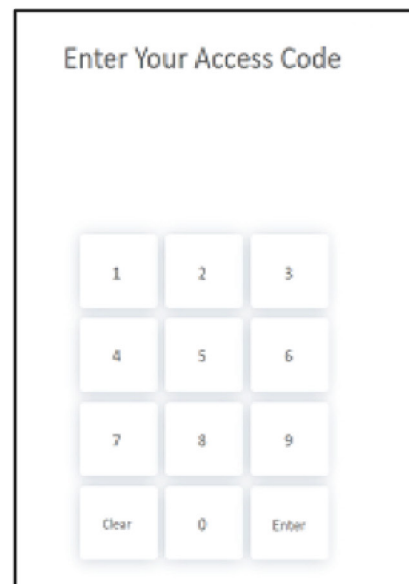
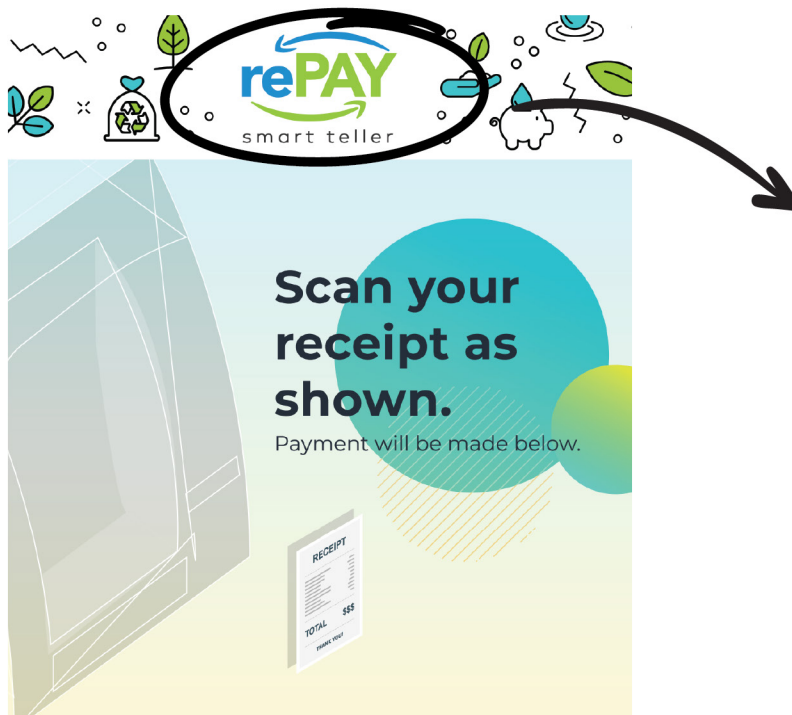


# Management Functions

Clean Weekly or as needed

## To Begin:

- 01.**  
Enter into the **Management Functions Screen**.
- 02.**  
Press “**rePAY**” on main screen.
- 03.**  
Enter Bottle Depot Access Code on keypad.



This Kiosk also offers the following services:  
*Tap a selection below to start*

- ATM**  
Withdraw Cash
- Purchase Crypto**  
Cash Only
- Apply for a Loan**  
Instant Approval - Instant Funding

## Daily Closeouts / Balancing

*This section will cover complete closeout and cash replenishment.*

We cannot stress more the importance of doing complete closeouts, counting the remaining bills and coin EACH time END DAY is completed. Doing too many ADD's prior to completing an END DAY can compound errors to where it becomes impossible to reconcile the counts.

### STEP 1: Clear Bill Count, Hoppers and End Day

#### 01.

Press **End Day** (receipt will print showing Closeout Balances).

##### a.

Open Vault Door and remove each cassette - (Grab cassette handle - lift and pull to remove cassette). Remember to remove notes from the reject bin.

##### b.

VERIFY bills against note count on END DAY located in the **Cassette Totals** section

##### c.

Verify the coin count against the amount remaining in the **Coin Totals** section.

#### 02.

**Tips Collected** on the **End Day** indicate the amount of Tips accrued since the day was started.

#### 03.

**DO NOT Clear Bill Acceptor Totals.** This will be cleared by a certified RapidCash ATM Employee when they come to remove the notes used for Crypto transactions

#### 04.

Press **Clear Cassette Totals** (this will clear the note counts from the **Cash Cassette Totals**).

#### 05.

Press **ATM Day Total** (this will settle the funds dispensed for ATM transactions. You will see the amount of surcharge the ATM has brought in during that period).

#### 06.

**Clear All Hopper** will erase all the hopper counts in the case of an entering error.

# Daily Closeouts / Balancing

This section will cover complete closeout and cash replenishment.

## STEP 2: Loading Cash

On User Management Screen, select:

### 01.

#### Add Cassette 1

- a. Enter number of bills – ENTER
- b. REPEAT for Cassette 2 / 3

### 02.

#### Add Hopper 1

- a. Enter # of coins being placed in Hopper 1 – ENTER
- b. REPEAT for Hopper 2, Hopper 3 and Hopper 4



### 03.

Select **Start Day** (receipt will print showing Closeout Balances).  
 OPTIONAL: Select Email Day total if needed.

### 04.

Select **Log Out** to return to main screen.

#### IMPORTANT NOTE:

You are able to add monies throughout the week without Ending the Day. We do recommend that you complete a full reconciliation (verify bills and coins) to the **End Day at MINIMUM WEEKLY**. If it is not done that often, it becomes difficult to track numbers that do not match.



## Daily Closeouts / Balancing

*This section will cover complete closeout and cash replenishment.*

### NOTE: TO LOAD CASH

01.

Use cassette key to open cassette box to pull cash, and replenish.



02.

Push cassette box back into its' channel/slot.



### IMPORTANT

Check Reject Bin at each load.

## Reading the Cash Summary Receipt

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### **Start Day**

The time the day was started.

### **End Day**

The time the day was ended.

### **Start Cash**

The amount of Coin and Cassette Cash in the machine when Start Day is pressed.

### **Total Dispensed**

The amount of Coin and Cassette Cash dispensed from the Kiosk since the Start Day.

***Note:** The dispensed will not full clear until "Clear Cassette Totals" is completed.*

### **Cash Collected**

The amount of notes brought in by the Bill Acceptor since Start Day was pressed.

### **Tips Collected**

The amount of tips collected since Start Day was pressed.

### **Remaining Cash**

The amount of Coin and Cassette Cash currently in the Kiosk that can be dispensed to the client. This does not include Rejected Notes.

### **Total Cash**

The amount of Coin Cash, Cassette Cash, Rejected Notes and Bills accepted currently in the Kiosk.

## Journals

*This section covers how to view / print a history log of journal transactions.*

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*On User Management Screen, select:*

**01.**

On Main Management Screen, select **View Depot Records**.

**02.**

Locate the transaction in question.

**03.**

Press **Reprint Receipt** if needed.

**04.**

Journals are only accessible from the front screen.

# Add Users

This section covers how to Add / Delete Users.

On User Management Screen, select:

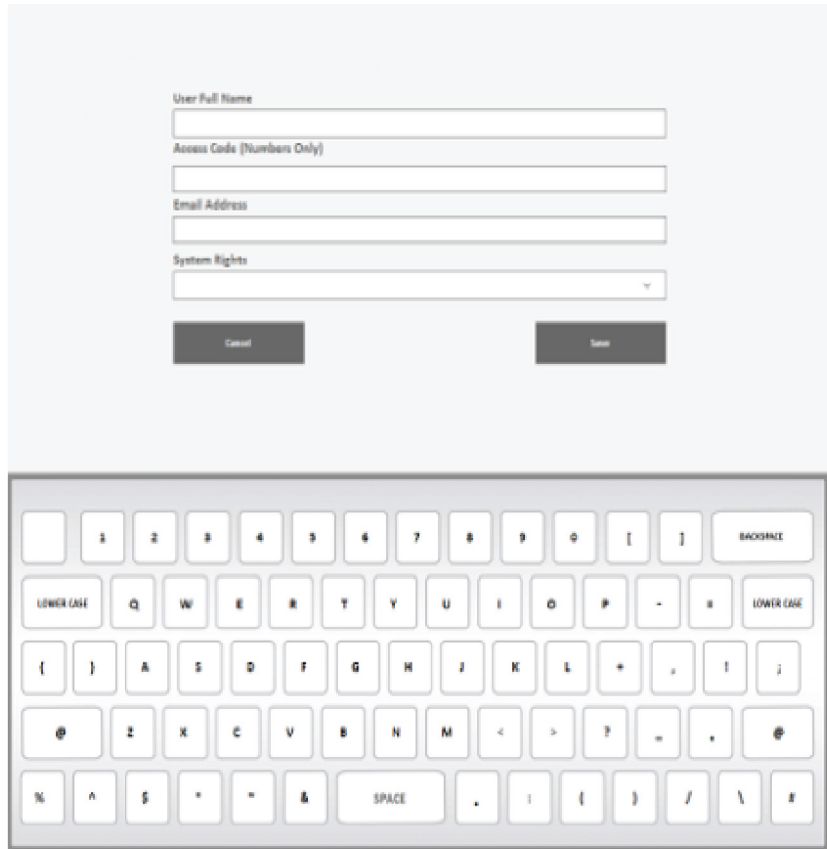
**01.**

Select **Manage Users**.

**02.**

Enter:

- a.**  
User's Full name.
- b.**  
User Rights  
(Operator or Manager).
- c.**  
Access Code  
(numeric + 6 Digits).
- d.**  
Email Address.



The screenshot shows a user management form with the following fields:

- User Full Name
- Access Code (Numbers Only)
- Email Address
- System Rights

At the bottom of the form are two buttons: "Cancel" and "Save".

Below the form is a keyboard overlay with the following layout:

- Row 1: [ ] [1] [2] [3] [4] [5] [6] [7] [8] [9] [0] [ ] [ ] [BACKSPACE]
- Row 2: [LOWER CASE] [Q] [W] [E] [R] [T] [Y] [U] [I] [O] [P] [-] [=] [LOWER CASE]
- Row 3: [ ] [ ] [A] [S] [D] [F] [G] [H] [J] [K] [L] [+], [ ] [ ] [ ]
- Row 4: [ ] [Z] [X] [C] [V] [B] [N] [M] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
- Row 5: [%] [^] [\$] [\*] [=] [ ] [SPACE] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

**03.**

Select **SAVE**.

## Errors

*This section covers cash/coin errors.*

All Coin Dispensers will have various errors that could present itself at any time.

### Error Codes:

Coin Module	
HDN01	The communication line is down.
HA002	Timeout.
HA003	The device is processing other commands.
HA004	The communication line is down (overflow).
HA008	Unknown error has occurred.

Hopper	
H0100	Absolute maximum current exceeded.
H0200	Payout timeout occurred. Hopper is empty.
H0400	Motor reversed during the last payout to clear a jam.
H0800	Coin jammed on top of feed path.
H1000	Opto fraud attemp, short-circuit during idle.
H2000	Coin jammed on feed path prior to dispense.



## Cash Dispenser Errors / Jams

01.

Open Vault Door.



02.

Slide out complete dispenser unit (CDU) in order to visually inspect belts on top of CDU and repair of CDU; check for jammed bills or belts off their rollers.



03.

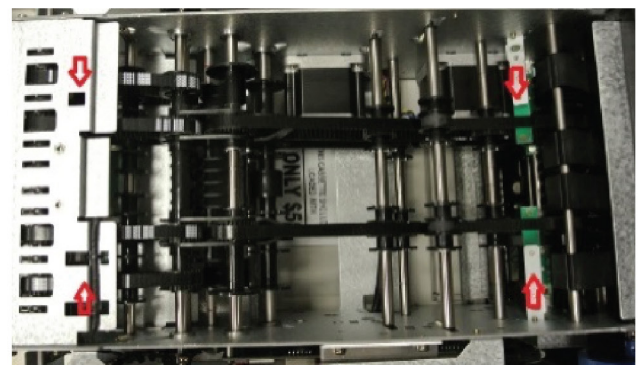
If there is a jam, remove bills *carefully*.

04.

If belts off, try to get them back on being careful *not to break or stretch the belts*.

05.

If there is no jam and no belts are off their rollers, sensors are likely dirty; blow air to clean CDU of dust.





# Coin Hopper Jams

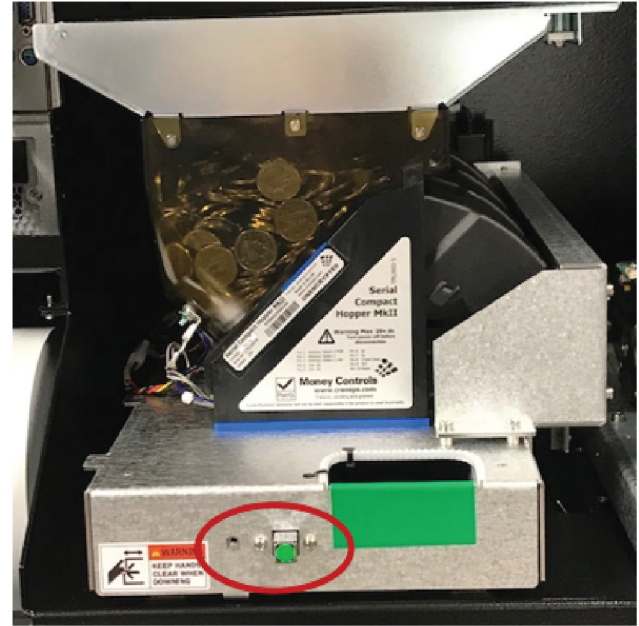
01.

Open Vault Door.



02.

Press **Green Dispenser Release** button and pull coin hopper tray out.



03.

Open Hopper lids to check for jam or debris; clear jam/debris.

04.

Check coin exit shaft to ensure coins are not stack-jammed inside; clear jam.

05.

Push hopper tray in.

06.

Close vault door.

## To Remove Coin Hopper from Tray

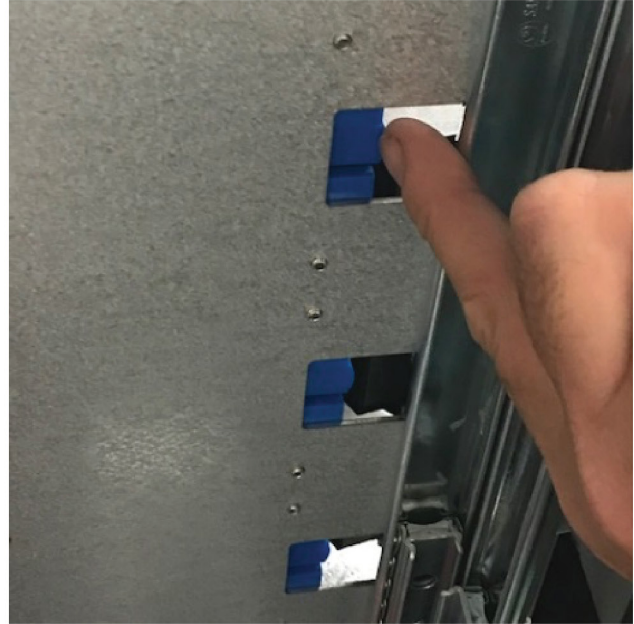
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**01.**

Push **blue tab** under coin hopper tray downward towards ground.

**02.**

While pulling down on blue tab, slide hopper out on left.



## Changing Paper

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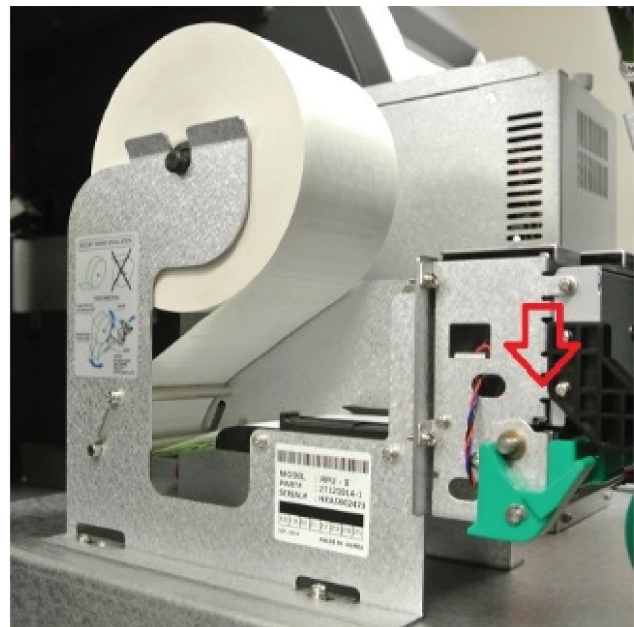
To load new paper, follow the instructions on the side of the printer.

The printer is an auto load device so once you get the paper fed through the channel to the printer head it will auto feed through to the front of where the paper exits the machine.

If there is a printer jam, there is a GREEN release trigger near the printer head that allows the printer roller/advancer to drop so that jammed paper can be cleared. Once cleared of paper/debris, the printer roller/advancer can be pushed UP and clicked back into its place.

**NOTE:**

If paper does NOT auto-feed once advanced through the paper channel, back out the paper all the way and then try again.



## Changing the Vault Code

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### IMPORTANT

Changing the code to the E-Lock on the vault **MUST** be done with the vault door **OPEN**.

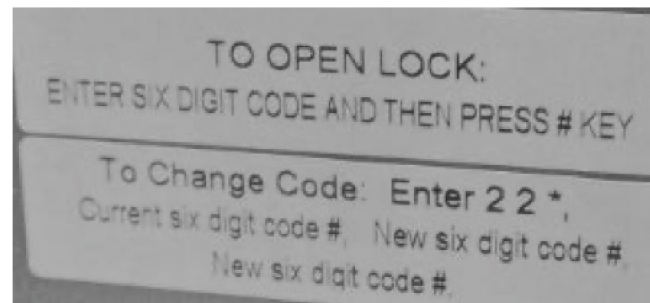
### Changing Your Own Code or Factory Default Code

*On the Vault keypad, enter:*

2 2 \* YOUR OLD CODE # (.....)

NEW CODE # (.....)

NEW CODE # (.....)



## Cash Machines & Cash Reconciliation in rePOR

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When a Cash Machine (CM) is being integrated at a Depot that is using rePOR software, it is important to ensure that the configuration is set up appropriately to allow for cash reconciliation to be as accurate as possible.

To properly account for orders being paid out, rePOR allows individual Terminals to be linked to a “Cash Drawer”

Please follow the instructions below according to the number and combination of CMs and Tills that may be present at any location. *It is highly recommended to engage an ABDA staff member in configuring Cash Drawers when changes to the initial set up are being made. Updates to rePOR software may be necessary and should be done in advance of implementing a Cash Drawer.*

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***For the purpose of configuring these devices, the following terms will be used:***

### **Cash Machine (CM)**

a third-party ATM-style cash dispenser used in conjunction with rePOR to provide cash payment to Depot customers.

### **Till**

a physical cash drawer connected to rePOR, as has been used historically to cash out transactions.

### **Terminal**

a POR station within rePOR which can perform specific functions as configured, such as being able to access Returns, QuickDrop, etc. A Terminal is typically a single computer that uses the computer name as its identifier; however, in some cases, a Terminal can be used to allow for functions to take place without having a physical machine with the same computer name.

### **Cash Drawer**

a Terminal which has been identified in rePOR as acting as the Terminal from which cash will be provided to customers. Any Terminal can be a Cash Drawer; however, this will affect certain functions. For instance, if a physical Terminal is acting as a Cash Drawer, the Open Cash function will need to be performed before transactions can be started; transactions will also automatically be cashed out instead of finished when processing a Return.



## Cash Machines & Cash Reconciliation in rePOR

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### Configuring: 1 CM, No Tills

If the Depot elects to have no back-up Till in the event of a CM failure, then they will be completely reliant on the CM working at all times.

In this case, in rePOR, a Terminal should be added with a computer name that does not actually exist as part of the network. This allows for transactions to be completed and processed via the CM without requiring a dedicated physical Terminal to complete the cash out function.

*To configure this in rePOR, do the following:*

#### 01.

In Terminals, click the **Add** button.

#### 02.

In the Terminal Name field, enter a name that is easily identifiable as being the non-physical CM, such as CASHMACHINE or ATM.

#### 03.

Ensure that the boxes for Payment and Cash Drawer have been checked off before saving. In the "Use This Terminal's Cash Drawer" list, "none" should be selected – this will ensure that the Terminal will use itself as its assigned Cash Drawer. Lastly, check the box for "Shift for Cash Dispenser" to allow rePOR to recognize transactions paid through the CM properly.

#### 04.

For all Terminals that are reliant on the Cash Machine running before they are allowed to start processing transactions, edit them and in the list of Terminals under "Use This Terminal's Cash Drawer," select the CASHMACHINE Terminal.

**NOTE:** Step 4 will mean that any time that the CM's Cash Drawer is closed, the Returns module will be inaccessible for any Terminals that are using the CM Terminal's Cash Drawer. If the CM's Cash Drawer is closed in the middle of the day, it should be reopened as soon as possible to avoid an interruption in being able to process Returns.



# Cash Machines & Cash Reconciliation in rePOR

## Configuring: 1 CM, No Tills

Terminal

Computer Name: CASHMACHINE

Receipt Printer: [ ]

Label Printer: [ ]

Report Printer: [ ]

Coin Dispenser: [ ]

Bill Dispenser: [ ]

Report Export Folder: [ ]

Log Off Timeout (Seconds): 0

Touch Screen Calibration Exe (Example: EloConfig.exe): [ ]

Returns Screen:  
 17 Buttons - All  
 2 Buttons  
 2 Buttons - Pictures  
 4 Buttons

Sales Screen:  
 NewTest

Use this Terminal's Cash Drawer:  
 OFFICE-PC  
 ABDA5  
 None  
 Disable Auto Print Receipt

Returns  
 Quick Drop  
 Payment  
 Cash Drawer  
 Second Display  
 RFID Reader

Returns Receipt Option:  
 Detailed  
 Summary  
 Chit  
 RFID  
 No Receipt

Cashier Receipt Option:  
 Detailed  
 Summary  
 Chit  
 No Receipt

Shift for Cash Dispenser

Combine Receipt For Multiple Orders

Cancel Save

## Cash Machines & Cash Reconciliation in rePOR

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### Configuring: 1 CM, 1 Till

If there is a backup Till on hand or a special Terminal such as an express lane that has its own Till, the cash reconciliation between the CM and the Till should be kept separate.

Transactions can be paid out at any Terminal that is designated as a Cash Drawer, and the tracking of cash reconciliation will differentiate between the different Cash Drawers automatically. However, in order for both options to be used, both must have had the Open Cash function performed prior to being able to properly cash out transactions.

The other consideration is that if all Terminals have one of the two Cash Drawers selected in the "Use This Terminal's Cash Drawer" portion of the Terminal settings, the Terminal is unable to process any Returns until the cash is open on the Cash Drawer it is pointing to. For this reason, it is recommended to have Terminals using the CM's Cash Drawer, except for the Terminal that is being used as a Till. This may cause unforeseen issues if both Cash Drawers are not open all of the time, or if the CM's Cash Drawer isn't left open if it malfunctions.

To configure this in rePOR, follow steps 1-4 in the 1 CM, No Tills portion above. Then, ensure that the Terminal that will be a secondary Till is configured as a Cash Drawer and allowing payment, and under the "Use This Terminal's Cash Drawer" list, select "None." This will enable the second drawer. Do not check off the "Shift for Cash Dispenser" flag on the Terminal being used as a Till.

## Contact

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Thank you.

If need additional support please contact us:

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We pride ourselves on our exceptional client support -  
If you're still having a problem with one of our Kiosks, please get in touch and we'll help resolve the issue as fast as possible.



Call Toll Free:

**1 855 820 2274**



Email Support:

**support@rapidcashatm.ca**

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For additional resources, please visit: [rapidcashatm.ca](http://rapidcashatm.ca)

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