



Transact Payment Systems, Inc.

EZCash® Monitor
User's Guide

Transact Payment Systems, Inc.
EZCash® Monitor
User's Guide

December 17, 2007

Transact Payment Systems, Inc.
EZCash® Monitor
User's Guide

Table of Contents

Transact Payment Systems, Inc.	1
Table of Contents	3
Prologue	4
Running the Daily Transactions Report.....	4
Running the Balancing Cycle Report	6
Problem Solving.....	9
Devices Interface	13
Transactions Interface.....	18
Accounts Interface	22
Replenish Wizard.....	23
Change Password.....	28
Transaction Result Codes	28

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Prologue

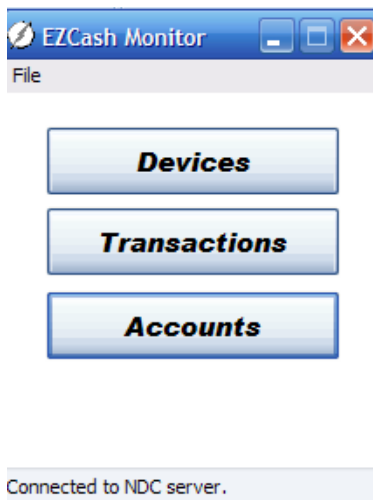
The EZCash Monitor program allows you to balance and troubleshoot your ATMs. Typical balancing procedures include running the daily Transactions report (a chronological list of transactions for one day) and Balancing report (the transactions between the times you loaded cash and balanced your ATMs). EZCash Monitor will also allow you to look at transactions and ATM statuses in real time to help troubleshoot any problems the ATMs may incur.

The EZCash Monitor is broken into three easy to use sections:

1. **Devices:** This user interface will be your main tool for accessing data from your devices. From this interface you can quickly communicate with your devices and view statuses, bill counts, and retrieve transaction information.
2. **Transactions:** Shortcut to your ATM transaction data. From the Transaction window you can view and print the daily transaction report, balancing report or even build custom reports. The data from these reports contain all the dispensing activity from the ATM.
3. **Accounts:** This tool allows you to view and build reports that contain all the issued transaction requests generated by your scale purchasing system. This will include any outstanding requests that have not currently been paid by the ATM.

Running the Daily Transactions Report

1. To run the daily report, run the EZCash Monitor.
2. From the EZCash Monitor's Main Menu, select the **Devices** button as shown below.

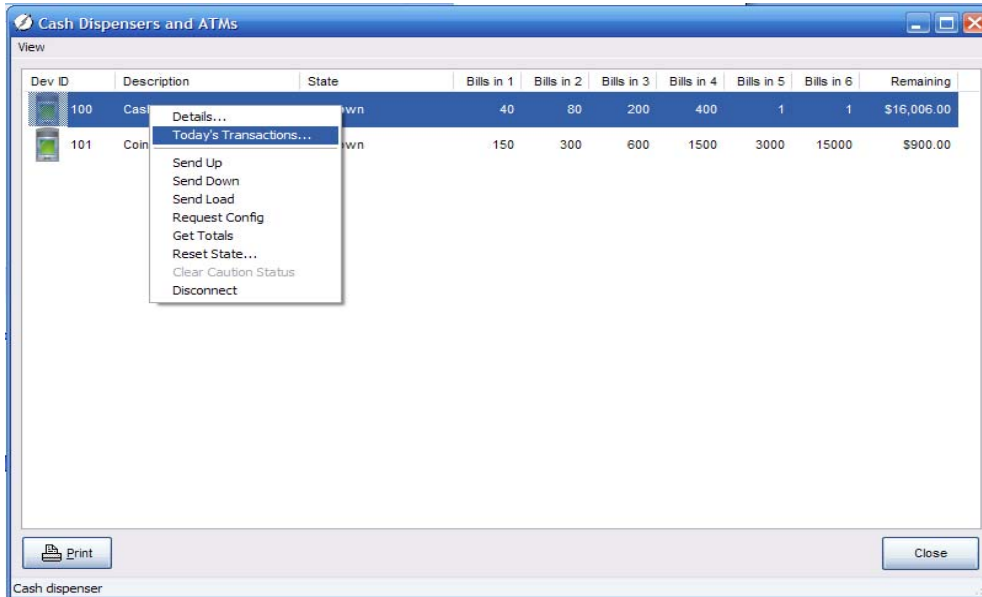


3. A new dialog window will open. In the new window, right click on the device you would like to view and select **Today's Transactions** as shown below.

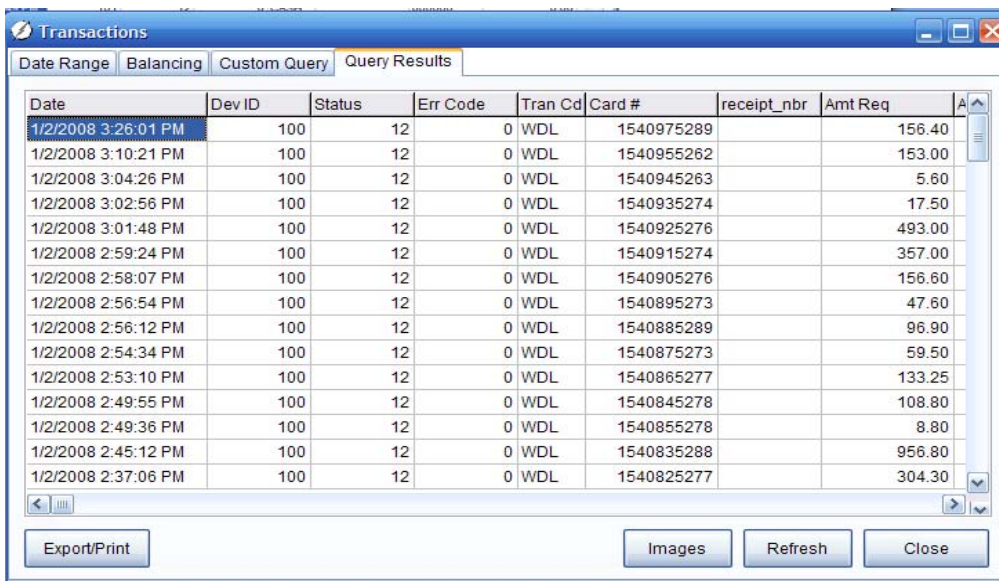
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide



- A new dialog window will open displaying all the devices transactions for the day. Screen shown below.

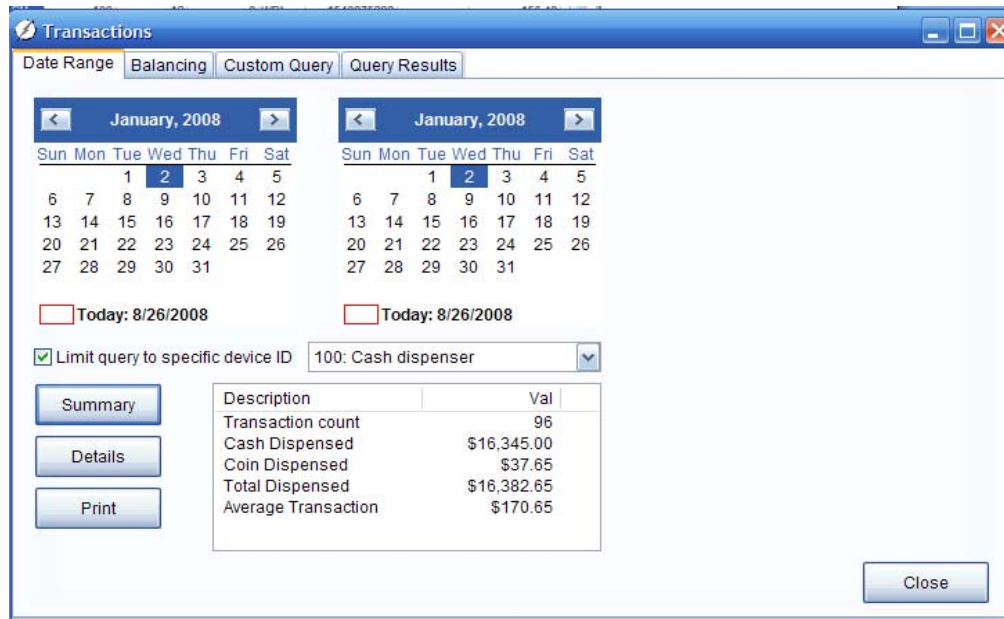


- To view a summary of a day's business or change the day you would like to view, select the **Date Range** tab. Screen shown below.

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

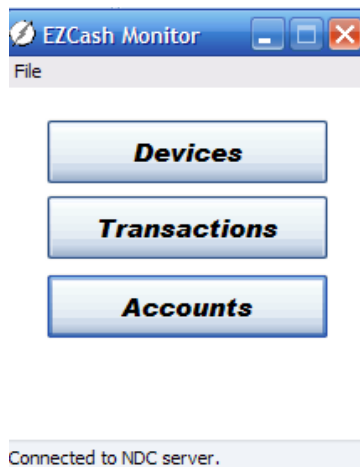


6. From this screen you can select any date range you wish and view summaries for one or more days. To view the detailed transaction report for your selections, simply press the **Details** button. The daily summary and transaction reports should balance with your scale purchasing system.

Running the Balancing Cycle Report

To run the balancing cycle report, run the EZCash Monitor.

1. From the EZCash Monitor's Main Menu, select the **Devices** button as shown below.

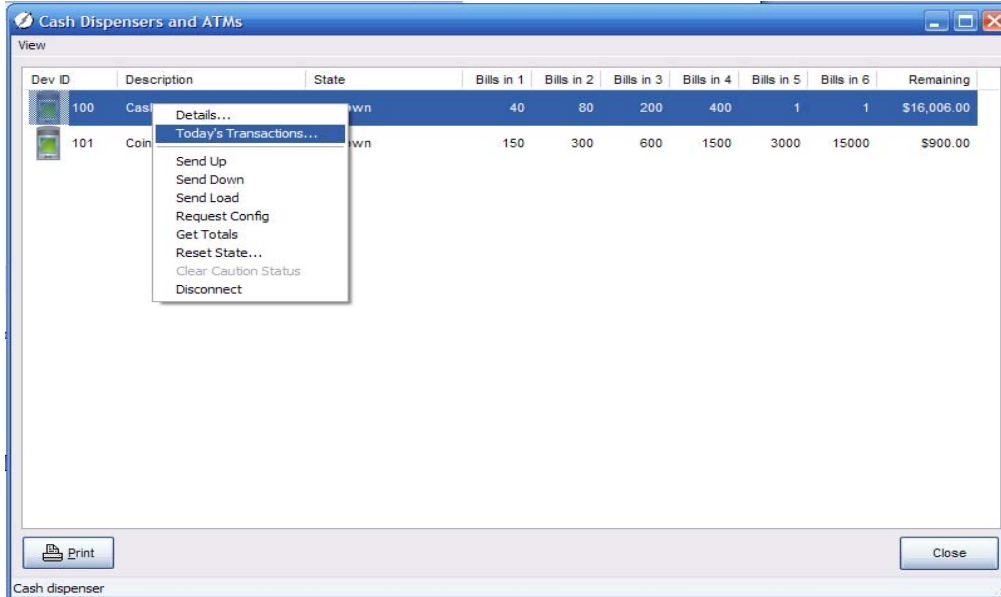


2. A new dialog window will open. In the new window, right click on the device you would like to view and select **Today's Transactions** as shown below.

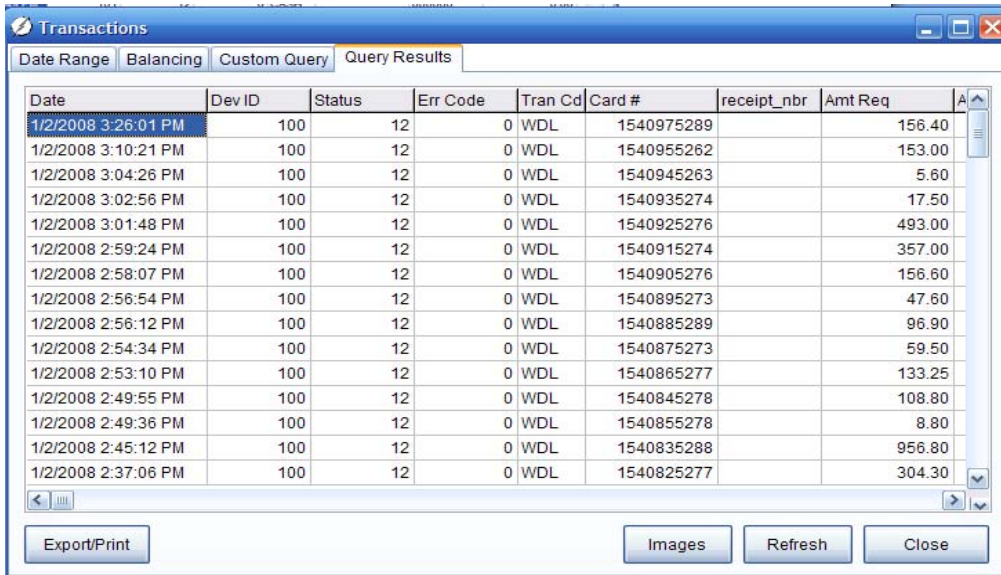
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide



3. A new dialog window will open displaying all the devices transactions for the day. Screen shown below.

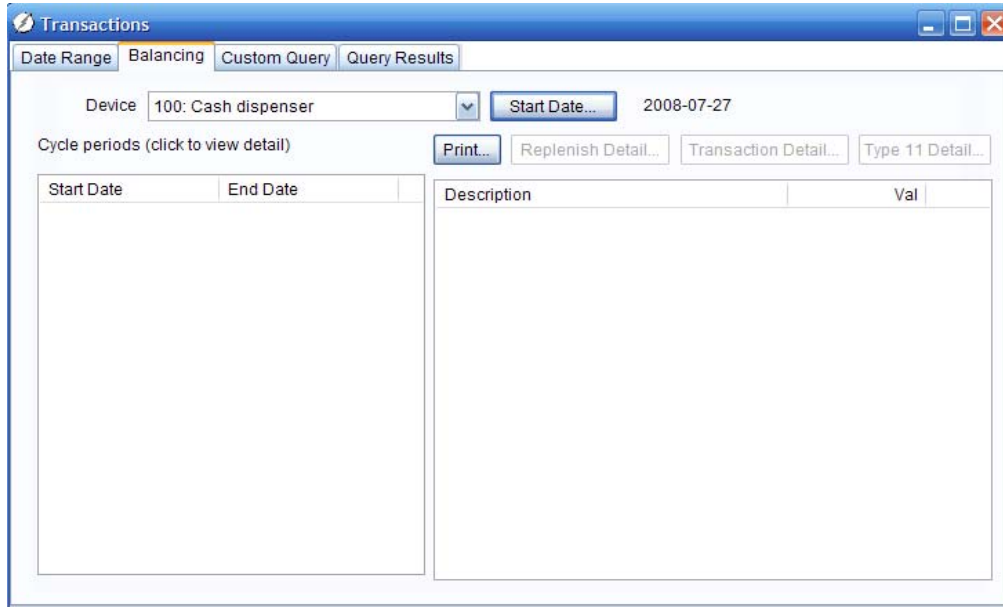


4. Now select the **Balancing** tab. Screen shown below.

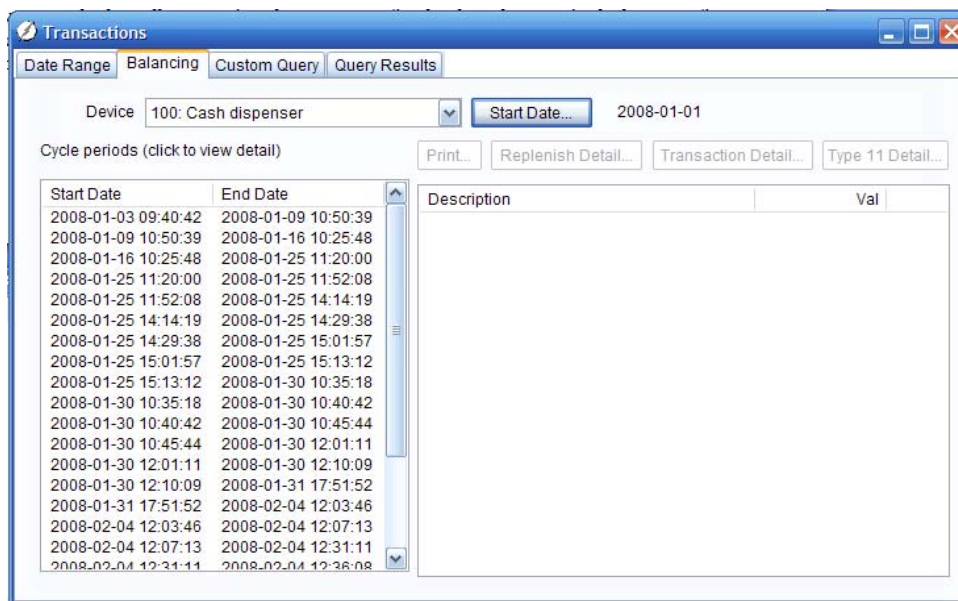
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide



5. Select the device and start date for the cycle periods you would like to view. All balance cycles within the start date range will be displayed in the left window. Screen shown below.

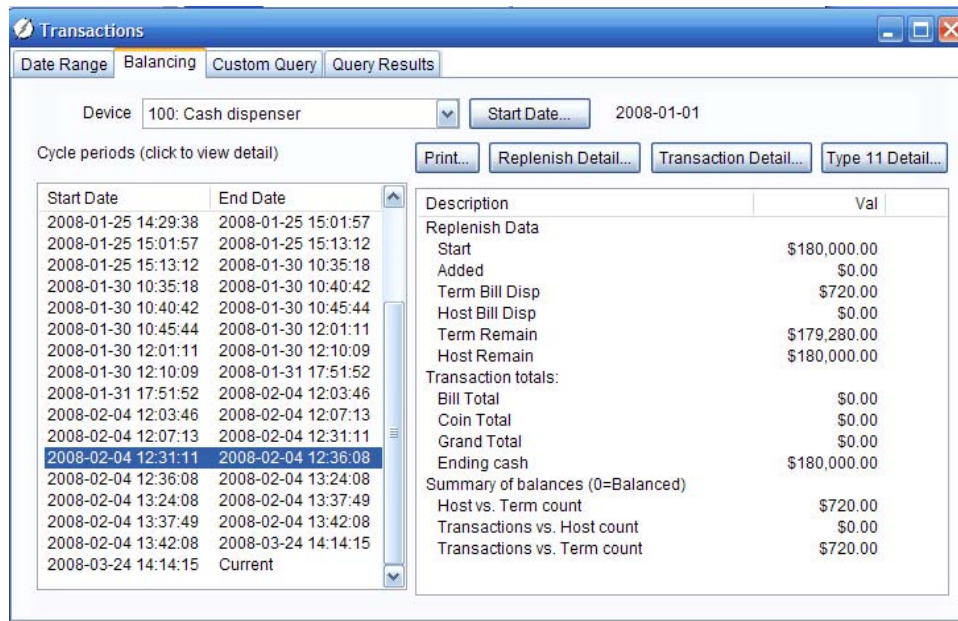


6. From here simply click on the balance cycle you want to view and the starting and ending totals will be displayed in the right window. Screen shown below.

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

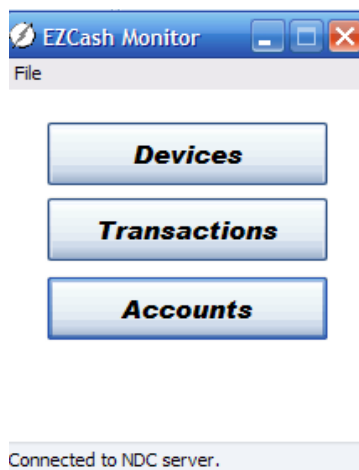


7. From this screen you can also view the **Replenish Details, Transaction Details, Type 11 Details** (transactions with errors) within this balance cycle by selecting the appropriate button.
8. The balance cycle totals should match with your bank settlements.

Problem Solving

In this example we will look at a transaction that did not dispense the proper amount of cash to the customer.

1. Run the EZCash Monitor.
2. From the EZCash Monitor's Main Menu, select the **Devices** button as shown below.

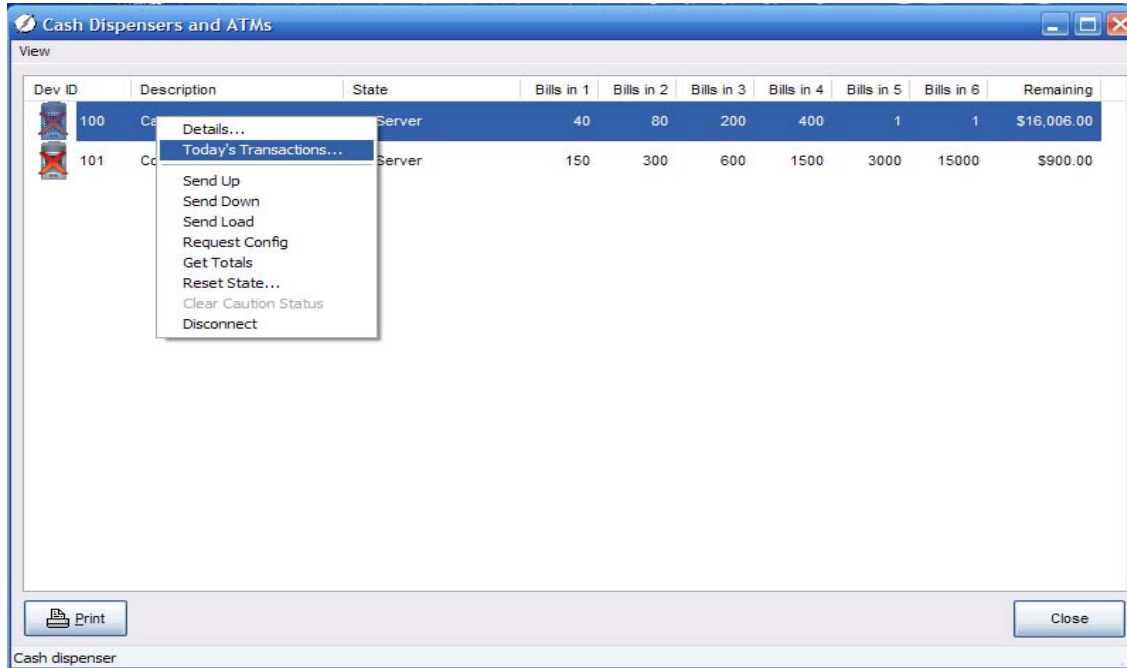


Transact Payment Systems, Inc.

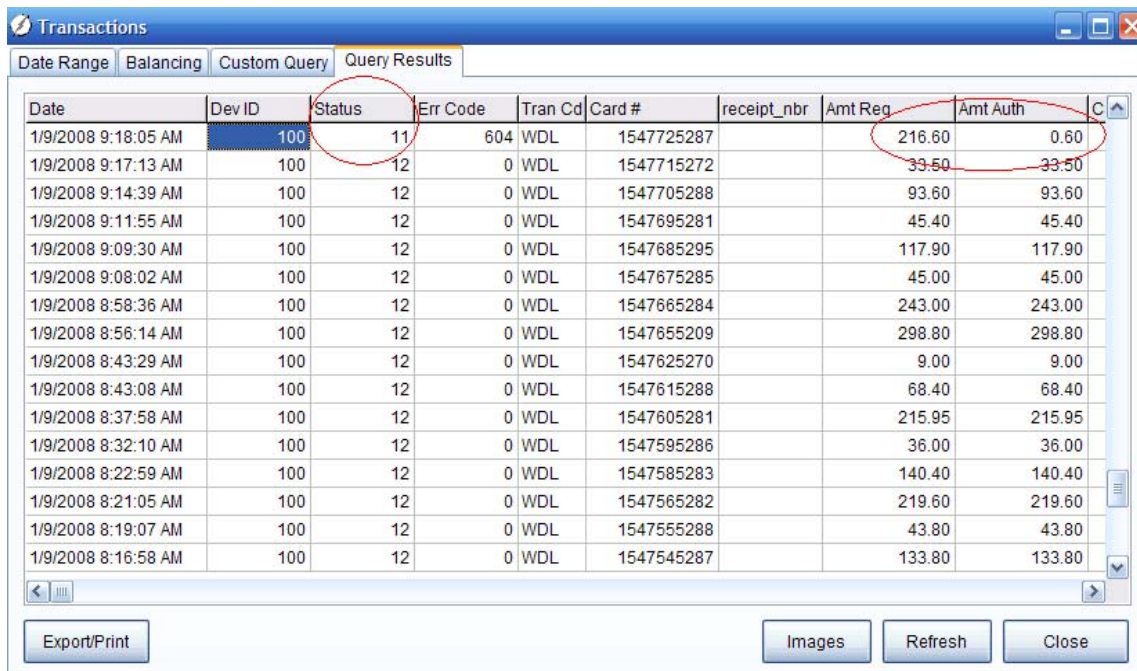
EZCash® Monitor

User's Guide

- A new dialog window will open. In the new window, right click on the device you would like to view and select **Today's Transactions** as shown below.



- A new dialog window will open displaying all the devices transactions for the day. Screen shown below.

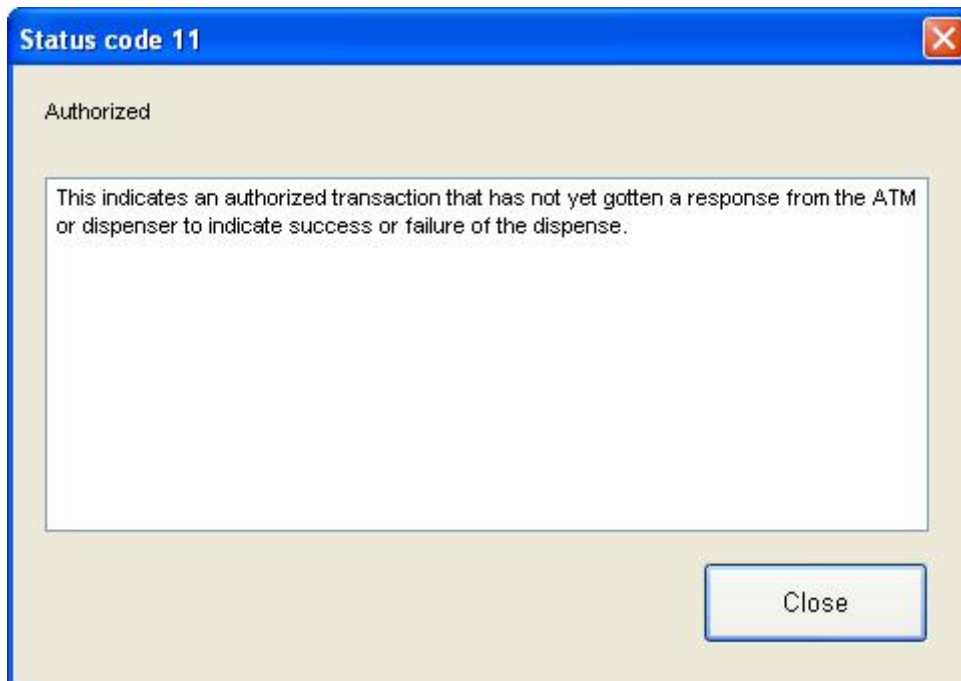


Transact Payment Systems, Inc.

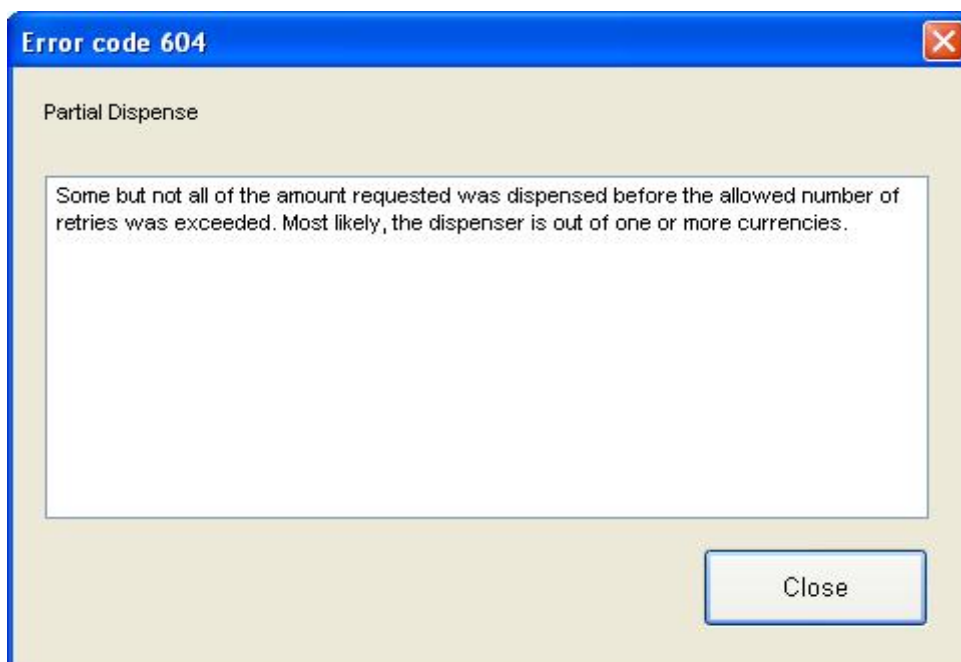
EZCash® Monitor

User's Guide

5. In this example, note that the Total Requested \$216.60 and the Amt Authorized \$.60 do not match for this transaction. Also note in the Status column the result code is different than the other transactions before and after.
6. Double click the Status code to get more information as shown below.



7. Now double click the Error code to get even more information, as shown below.

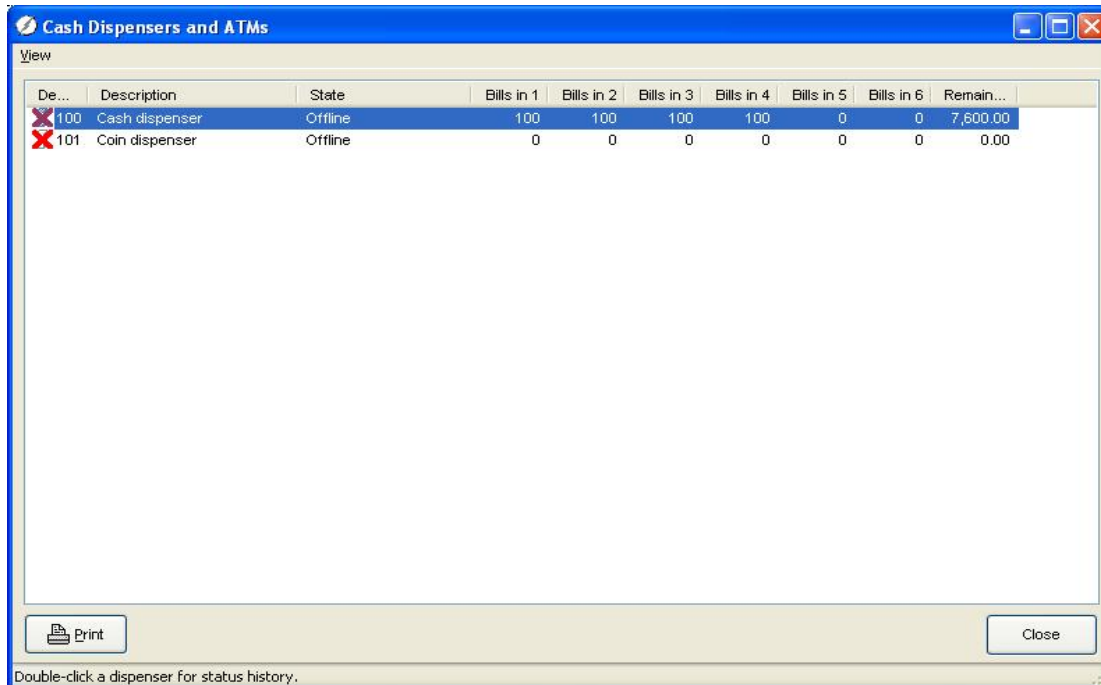


Transact Payment Systems, Inc.

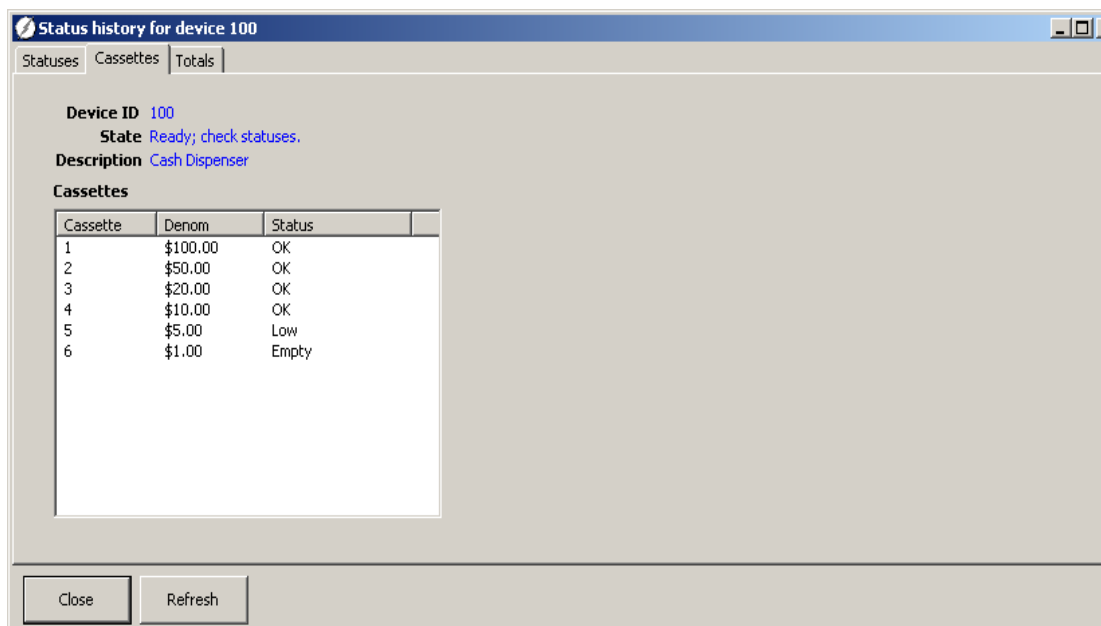
EZCash® Monitor

User's Guide

- From these two messages, it is likely that the dispenser may be out of one or more currencies. In order to determine which currencies the ATM is out of, we need to go back to the **Devices** window.
- Close the Error Code, Status Code and Transactions windows. **Devices** window shown below.



- Double click on the desired Device ID and the following window will appear.



Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

11. Click on the **Statuses** tab. Screen shown below.

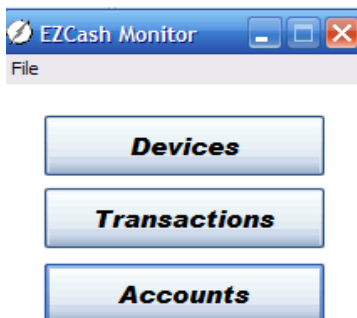
Date/Time	Status	Description	Raw Data
1/9/2008 9:21:56 AM	9012	Cassette 6 out of notes.	
1/9/2008 9:20:53 AM	9014	Cassette 6 low on notes.	
1/9/2008 9:20:53 AM	0018	Cassette 2 low on notes.	
1/9/2008 8:17:34 AM	9012	Cassette 6 out of notes.	
1/9/2008 7:09:14 AM	9014	Cassette 6 low on notes.	
1/9/2008 7:09:13 AM	0018	Cassette 2 low on notes.	
1/8/2008 4:07:21 PM	9012	Cassette 6 out of notes.	
1/8/2008 3:53:09 PM	9014	Cassette 6 low on notes.	
1/8/2008 3:53:09 PM	0018	Cassette 2 low on notes.	
1/8/2008 3:52:22 PM	9013	Cassette 5 low on notes.	
1/8/2008 3:52:22 PM	0012	Cassette 1 low on notes.	
1/8/2008 3:52:19 PM	9002	Reject cassette problem.	
1/8/2008 3:47:09 PM	9014	Cassette 6 low on notes.	
1/8/2008 3:47:09 PM	0018	Cassette 2 low on notes.	
1/8/2008 2:48:12 PM	9014	Cassette 6 low on notes.	
1/8/2008 2:48:12 PM	0018	Cassette 2 low on notes.	

12. The Statuses for this device indicate that Cassette 6 is out of notes and Cassette 2 is low on notes. It is time to replenish the cash dispenser.

Devices Interface

Run the EZCash Monitor.

From the EZCash Monitor's Main Menu, select the **Devices** button as shown below.



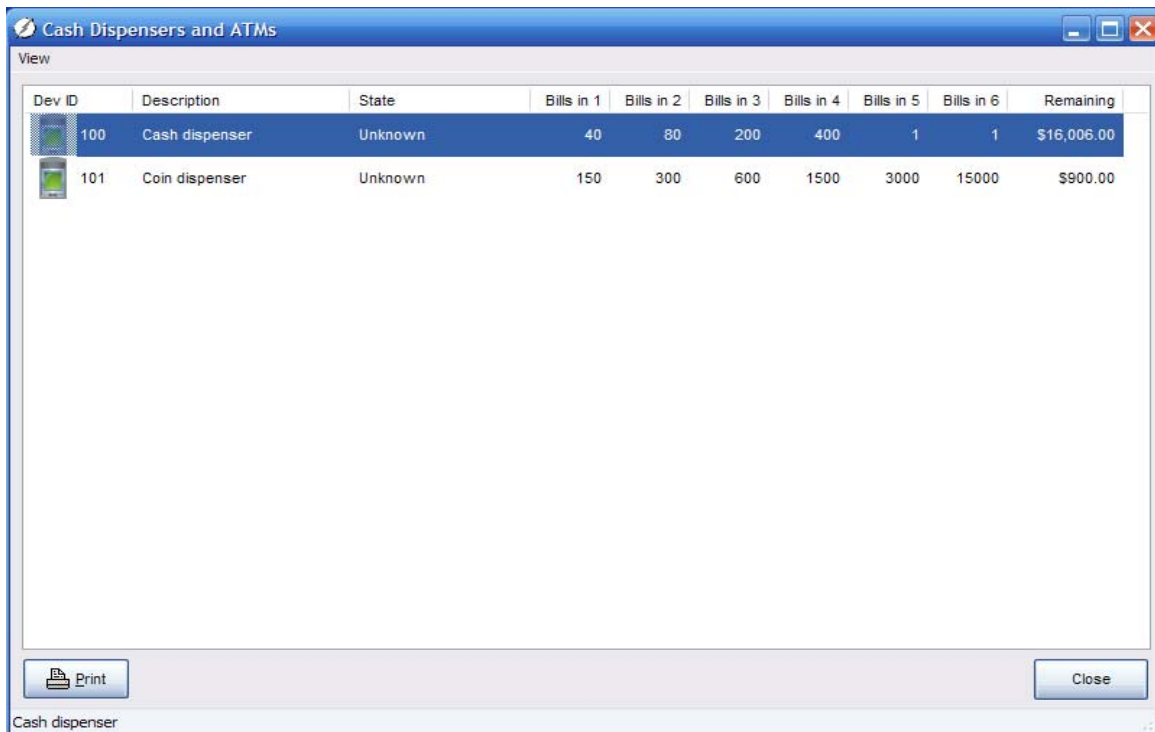
Connected to NDC server.

A new dialog window will open. In this window all the ATM and Cash Dispensers on your network will be displayed as shown below.

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide



The screenshot shows a window titled "Cash Dispensers and ATMs" with a "View" menu. It contains a table with the following data:

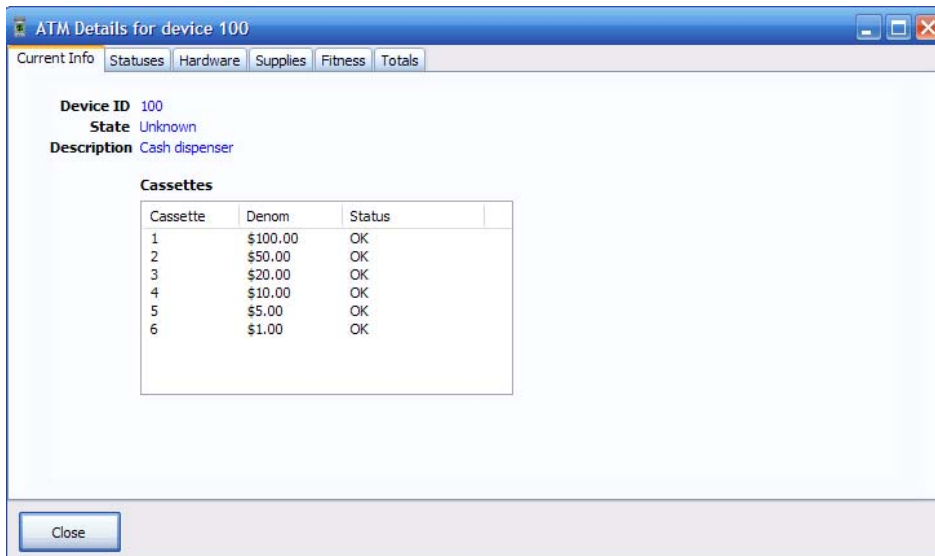
Dev ID	Description	State	Bills in 1	Bills in 2	Bills in 3	Bills in 4	Bills in 5	Bills in 6	Remaining
100	Cash dispenser	Unknown	40	80	200	400	1	1	\$16,006.00
101	Coin dispenser	Unknown	150	300	600	1500	3000	15000	\$900.00

At the bottom of the window, there is a "Print" button on the left and a "Close" button on the right. The status bar at the bottom left displays "Cash dispenser".

If you double click on one of the devices the ATM Details window will open with the following available tabs.

Current Info

The current info tab displays the current state of the device along with the denomination and status of each cassette in the device. Screen shot shown below.



The screenshot shows a window titled "ATM Details for device 100" with tabs for "Current Info", "Statuses", "Hardware", "Supplies", "Fitness", and "Totals". The "Current Info" tab is active and displays the following information:

Device ID 100
State Unknown
Description Cash dispenser

Cassettes

Cassette	Denom	Status
1	\$100.00	OK
2	\$50.00	OK
3	\$20.00	OK
4	\$10.00	OK
5	\$5.00	OK
6	\$1.00	OK

A "Close" button is located at the bottom left of the window.

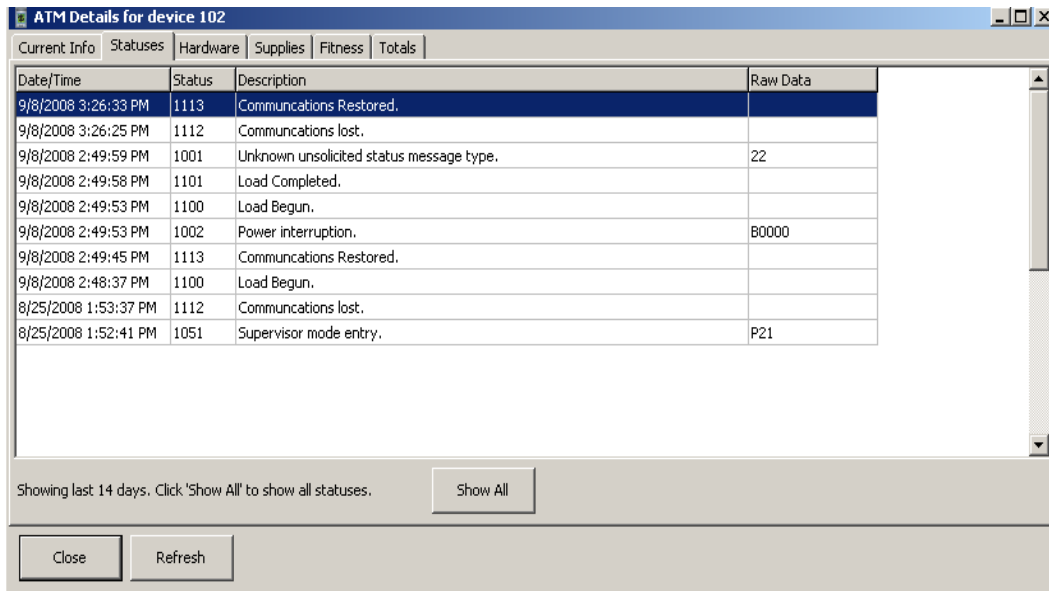
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

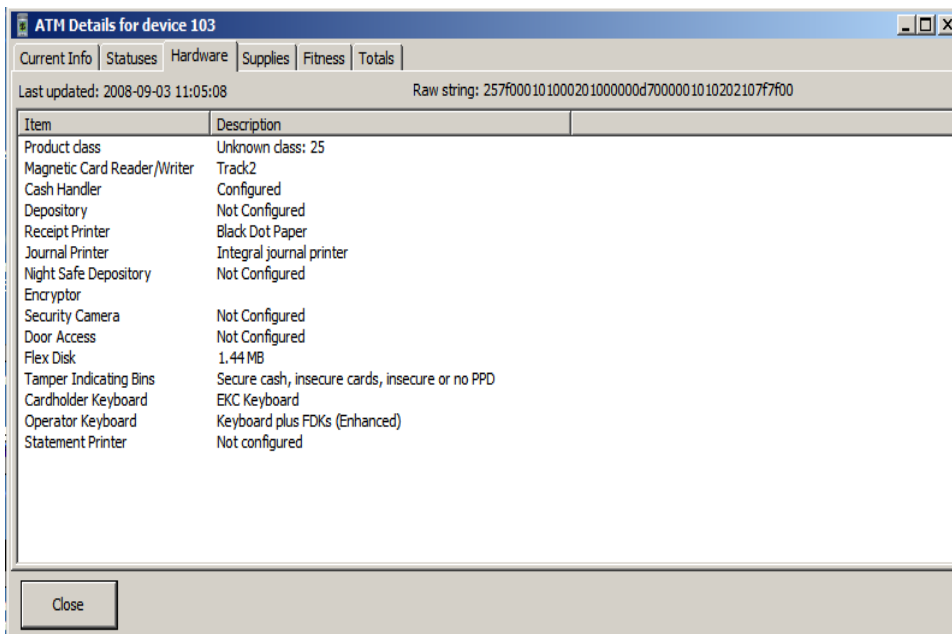
Statues

The statues tab displays any status codes reported by the device along with a description of the code. By default the last 14 days will be displayed. Just click on the “Show All” button to view prior dates. Screen shot shown below.



Hardware

The hardware tab displays and gives a description of the items installed in the device. Screen shot shown below.



Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Supplies

The supplies tab lists items in the device which require commodities. The description field will inform you if any of the items require attention or if the commodity is low. Screen shot shown below.

Item	Description
Card Capture Bin	Good
Reject Bin	Good
Deposit Bin	Not Configured
Receipt Paper	Good
Journal Paper	Good
Night Safe	Not Configured
Type 1 Currency	Low
Type 2 Currency	Good
Type 3 Currency	Low
Type 4 Currency	Good
Statement Paper	Not Configured
Statement Ribbon	Not Configured

Fitness

The fitness tab displays hardware items and a status of each item as reported by the device. Screen shot shown below.

Item	Description
Time-of-Day Clock	OK
High Order Communications	OK
System Disk	OK
Card reader	OK
Cash Handler	OK
Depository	OK
Receipt Printer	OK
Journal Printer	OK
Night Safe Depository	OK
Encryptor	OK

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Totals

The totals tab gives detailed information about each cash cassette in the device. The detailed information reports terminal and host statistics that include the start count, any currency that was added, currency dispensed, and currency remaining. Screen shot shown below.

Cannerster #	Denom	Start Count	Added	Term Disp	Host Disp	Term Remain	Host Remain	Term Remain \$	Host Remain \$
1	100.00	30	10	50	0	-10	40	(\$1,000.00)	\$4,000.00
2	50.00	60	20	66	0	14	80	\$700.00	\$4,000.00
3	20.00	150	50	481	0	-281	200	(\$5,620.00)	\$4,000.00
4	10.00	300	100	151	0	249	400	\$2,490.00	\$4,000.00
5	5.00	1	0	0	0	1	1	\$5.00	\$5.00
6	1.00	1	0	0	0	1	1	\$1.00	\$1.00
Totals		\$12,006.00	\$4,000.00	\$19,430.00	\$0.00			(\$3,424.00)	\$16,006.00

Transact Payment Systems, Inc.

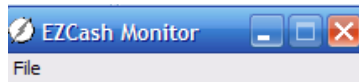
EZCash® Monitor

User's Guide

Transactions Interface

Run the EZCash Monitor.

From the EZCash Monitor's Main Menu, select the **Transactions** button as shown below.

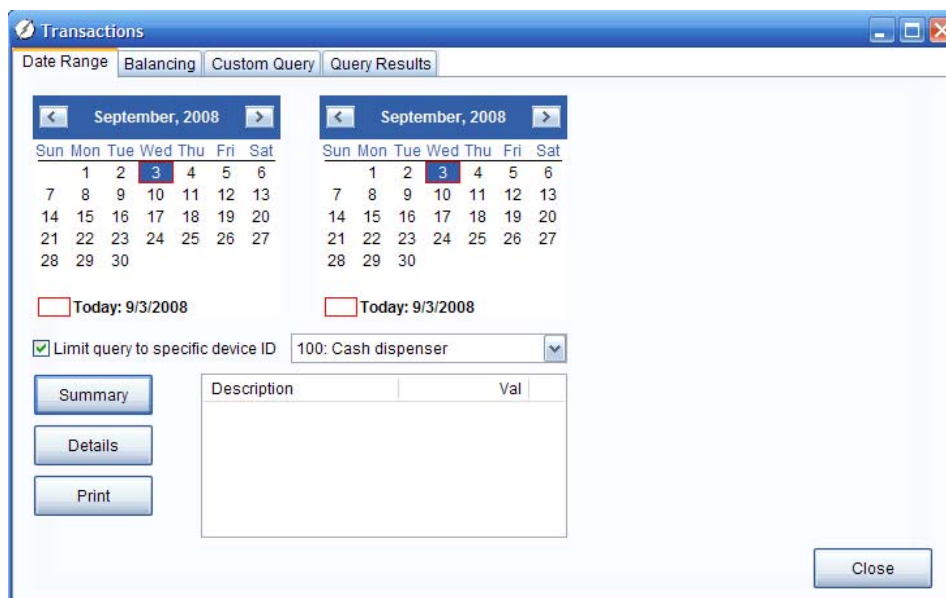


Connected to NDC server.

This will open the transactions interface window. The transactions interface will allow you to run daily reports by day or date range, run balancing reports, and create custom reports based on the devices activity. The following tabs will be available.

Date Range

From the date range tab you can select any date range you wish and view summaries for one or more days. To view the detailed transaction report for your selections, simply press the **Details** button. The daily summary and transaction reports should balance with your scale purchasing system. Screen shot shown below.



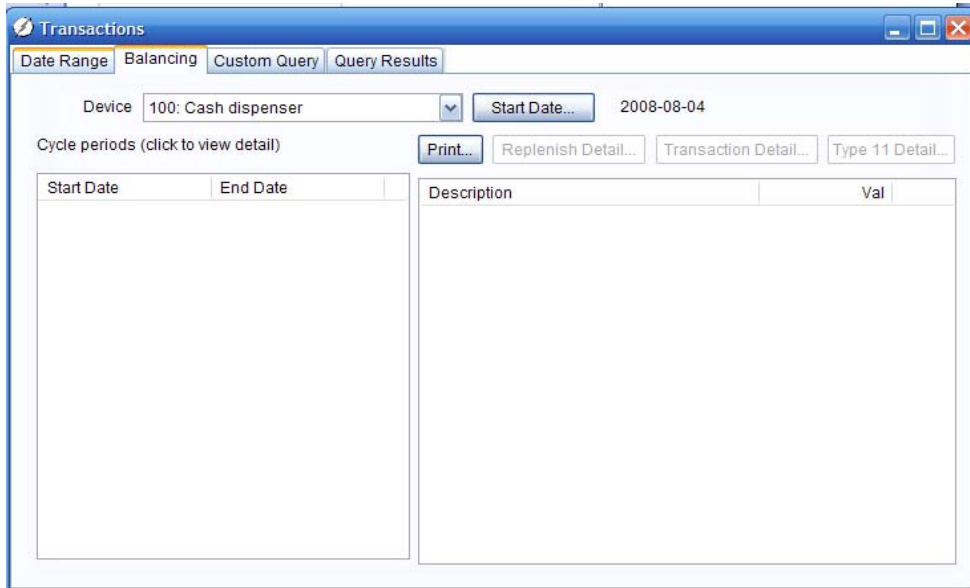
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

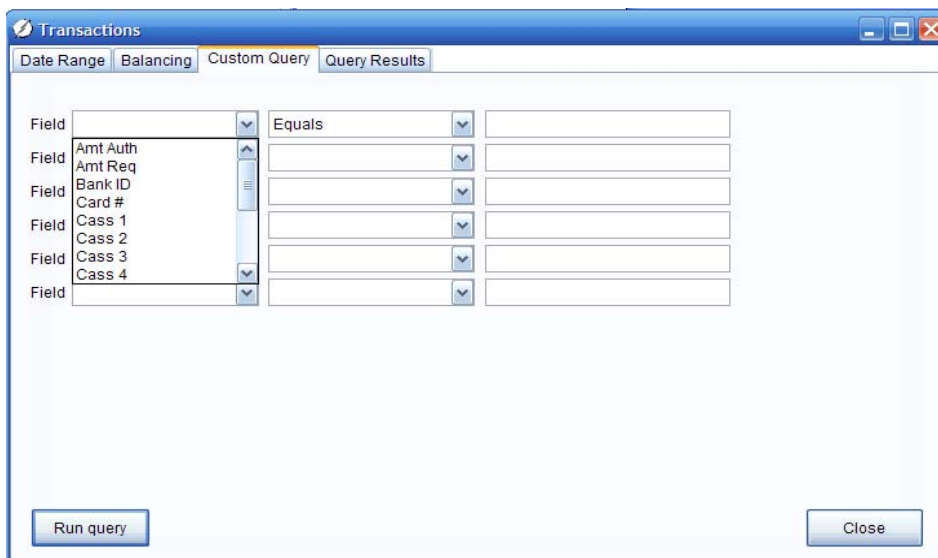
Balancing

From the balancing tab you can view the details of the devices balancing cycles. From this screen you can also view the **Replenish Details, Transaction Details, Type 11 Details** (transactions with errors) within this balance cycle by selecting the appropriate button. The balance cycle totals should match with your bank settlements. Screen shot shown below.



Custom Query

From the custom query tab you can choose fields from the drop down list to build custom reports. A screen shot and the available fields to choose from are shown below.



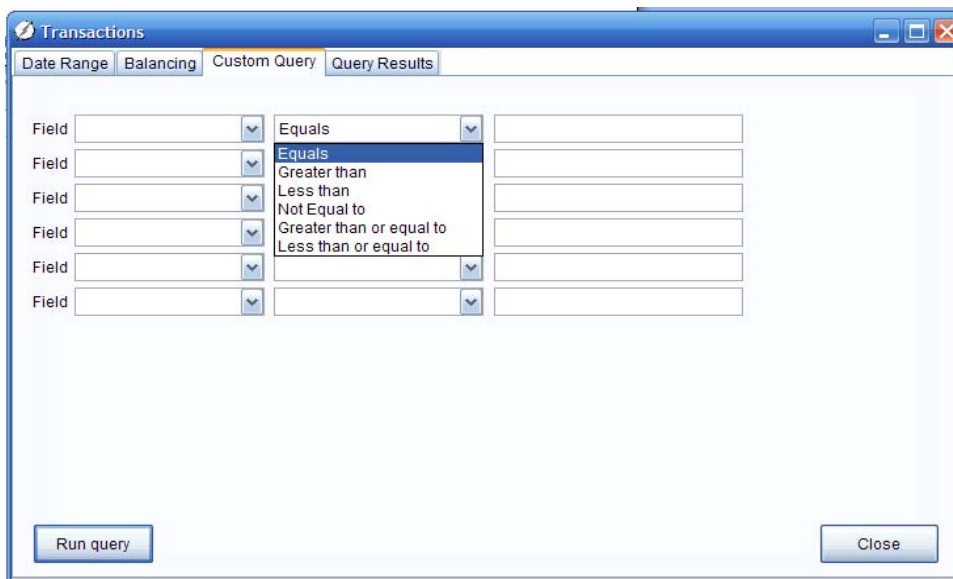
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Field	Description
Amt Auth	Amount Authorized
Amt Req	Amount Requested
Bank ID	Bank ID
Card #	Card Number
Cass 1	Cassette 1
Cass 2	Cassette 2
Cass 3	Cassette 3
Cass 4	Cassette 4
Cass 5	Cassette 5
Cass 6	Cassette 6
Date	Date of Transaction
Dev ID	Device ID
Err Code	Error Code
Status	Status of Transaction
Track 2	Track 2
Tran Cd	Transaction Code

Once the field has been selected, the type of analysis must be selected. A screen shot and the available analysis types to choose from are shown below.



Equals	Field =
Greater than	Field >
Less than	Field <
Not Equal to	Field <>
Greater than or equal to	Field >=
Less than or equal to	Field <=

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Once the field and test analysis has been selected, type the value you wish to test for in the last column. You may test up to a combination of 6 fields. Keep in mind that each field you are testing will further reduce the result set.

To execute the query, select the Run Query button in the bottom left of the panel as shown in screen shot below

Transactions

Date Range | Balancing | Custom Query | Query Results

Field Tran Cd [v] Equals [v] 12:34

Field [v] [v] [v]

Field [v] [v] [v]

Field [v] [v] [v]

Field [v] [v] [v]

Field [v] [v] [v]

Field [v] [v] [v]

Run query Close

The results of the custom query will be displayed in the last tab under **Query Results**.

Query Results

The results of the custom queries will be shown under this tab. Screen shot shown below.

Transactions

Date Range | Balancing | Custom Query | Query Results

Date	Dev ID	Status	Err Code	Tran Cd	Card #	receipt_nbr	Amt Req	Amt
								0.00

Export/Print Images Refresh Close

Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

Accounts Interface

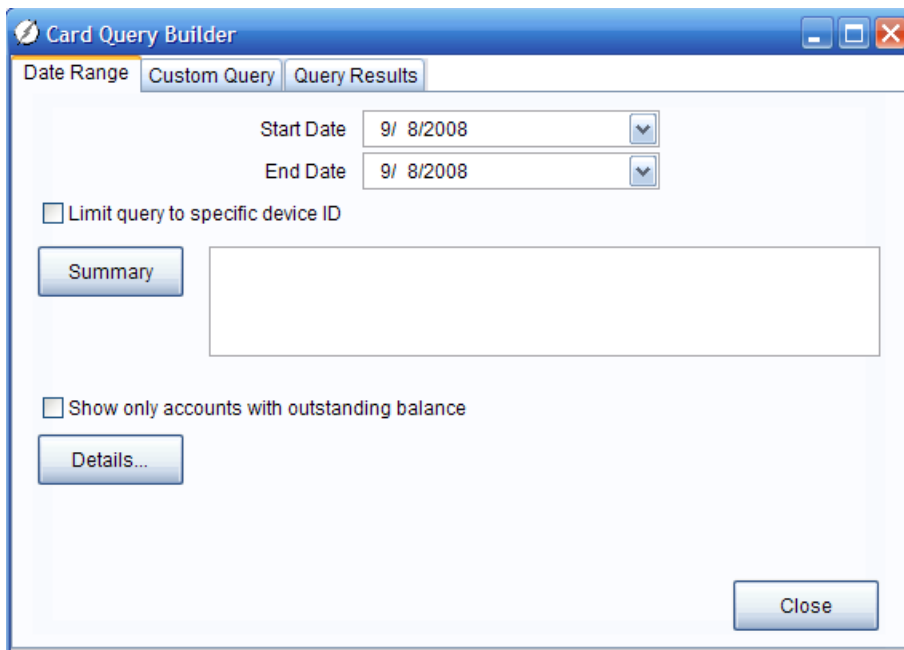
Run the EZCash Monitor.

From the EZCash Monitor's Main Menu, select the **Accounts** button as shown below.



Connected to NDC server.

This will open the accounts interface window. The accounts interface allows you to view and build reports that contain all the issued transaction requests generated by your scale purchasing system. This will include any outstanding requests that have not currently been paid by the ATM. Screen shown below.



Transact Payment Systems, Inc.

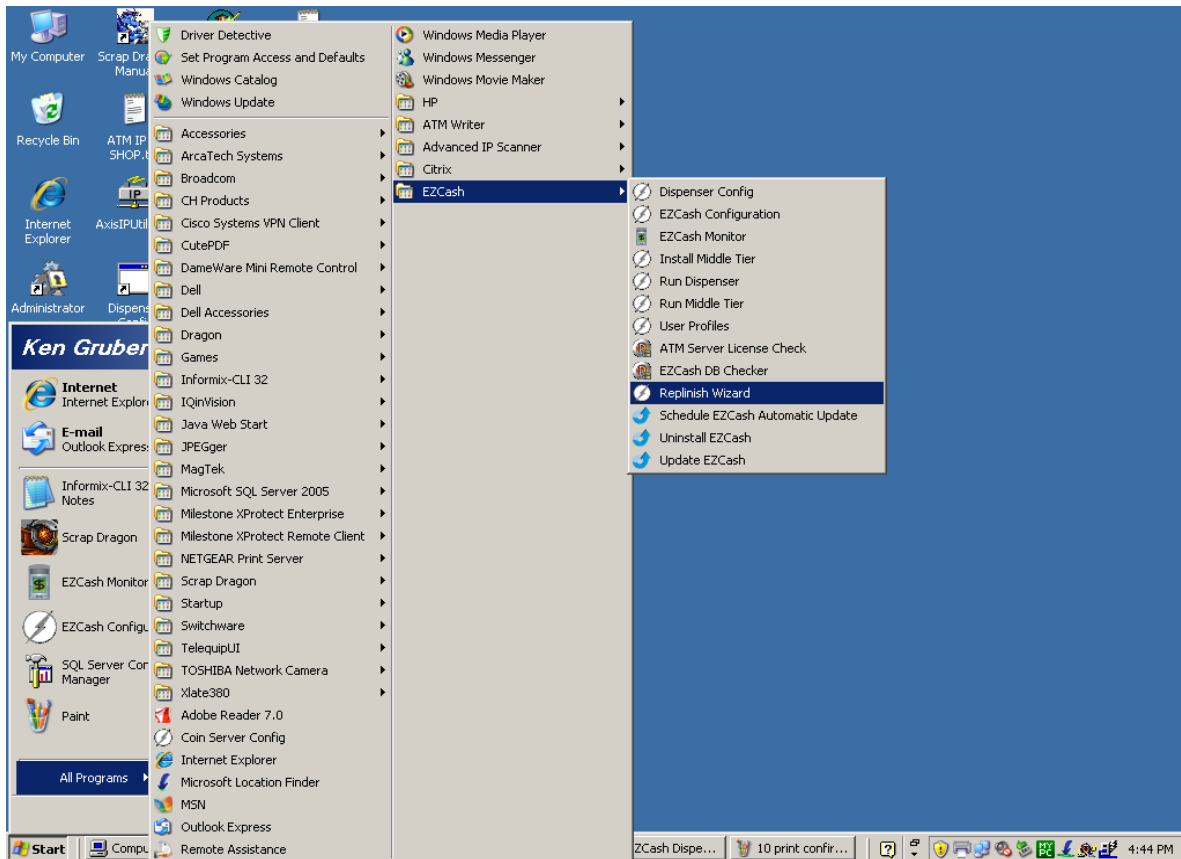
EZCash® Monitor

User's Guide

Replenish Wizard

The replenish wizard allows you to enter bill counts and start new balance cycles for you cash dispenser device.

Launch the EZCash wizard from the window's start button. Screen shown below.



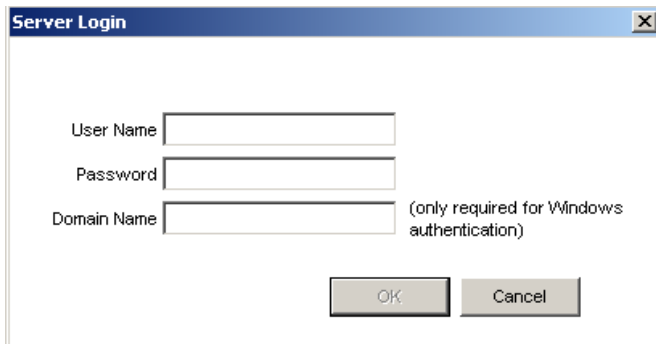
Login window will be displayed. Enter username and password.

User = administrator

Password = admin

Screen shot shown below.

Transact Payment Systems, Inc. EZCash® Monitor User's Guide




A dialog box titled "Server Login" with a close button (X) in the top right corner. It contains three input fields: "User Name", "Password", and "Domain Name". The "Domain Name" field has a note next to it: "(only required for Windows authentication)". Below the input fields are two buttons: "OK" and "Cancel".

The Welcome to the EZCash Replenish Wizard window will open. Click Next. Screen shot shown below.



A window titled "Replenish Wizard" with a close button (X) in the top right corner. The main content area displays the following text:
Welcome to the EZCash Replenish Wizard


Transact Payment Systems, Inc.
1125 81st Street South
St. Petersburg, FL 33707
Phone: (727) 894-5035
FAX: (727) 214-9908

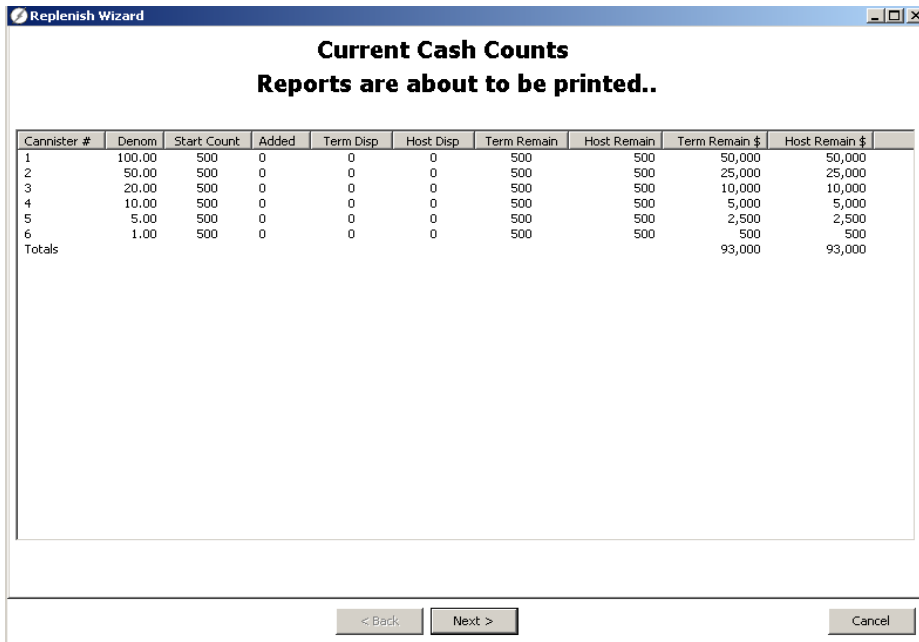
At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

The current cash counts in the device will be displayed. Click Next. Screen shot shown below.

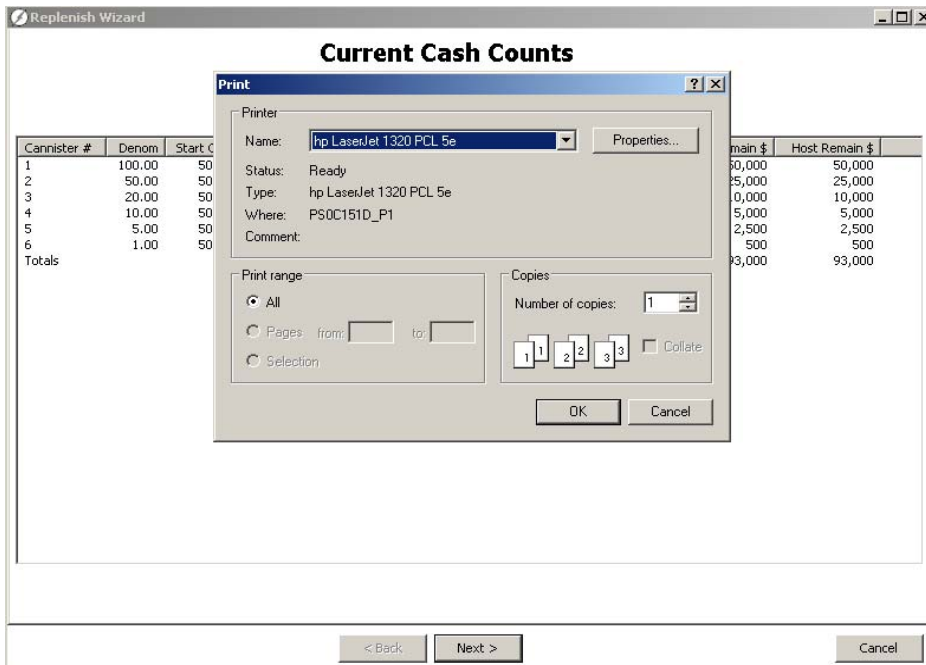
Transact Payment Systems, Inc.

EZCash® Monitor

User's Guide

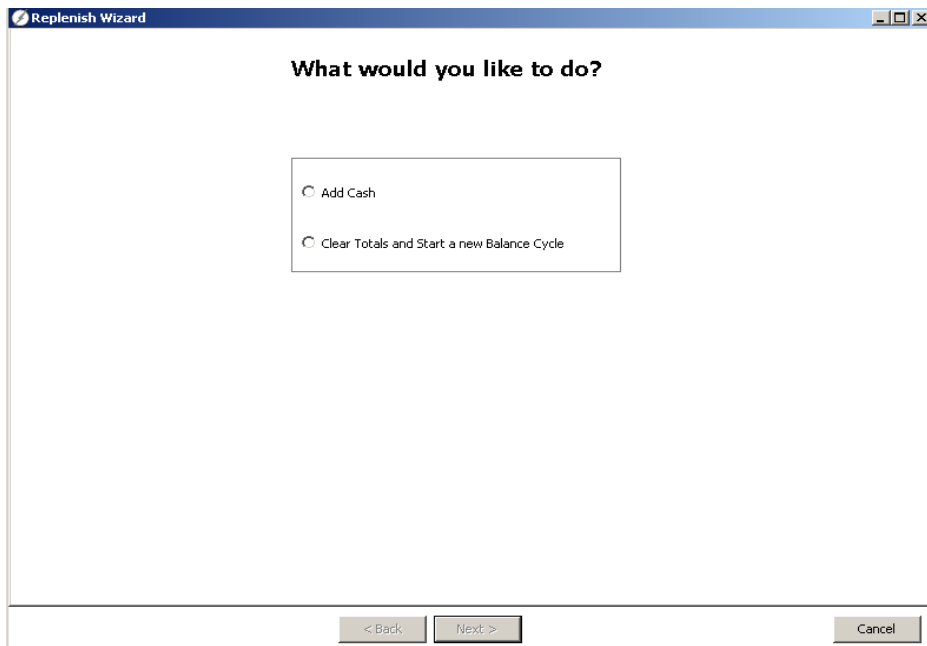


You will be prompted to print the current report. Select you desired printer and click OK. Screen shot shown below.

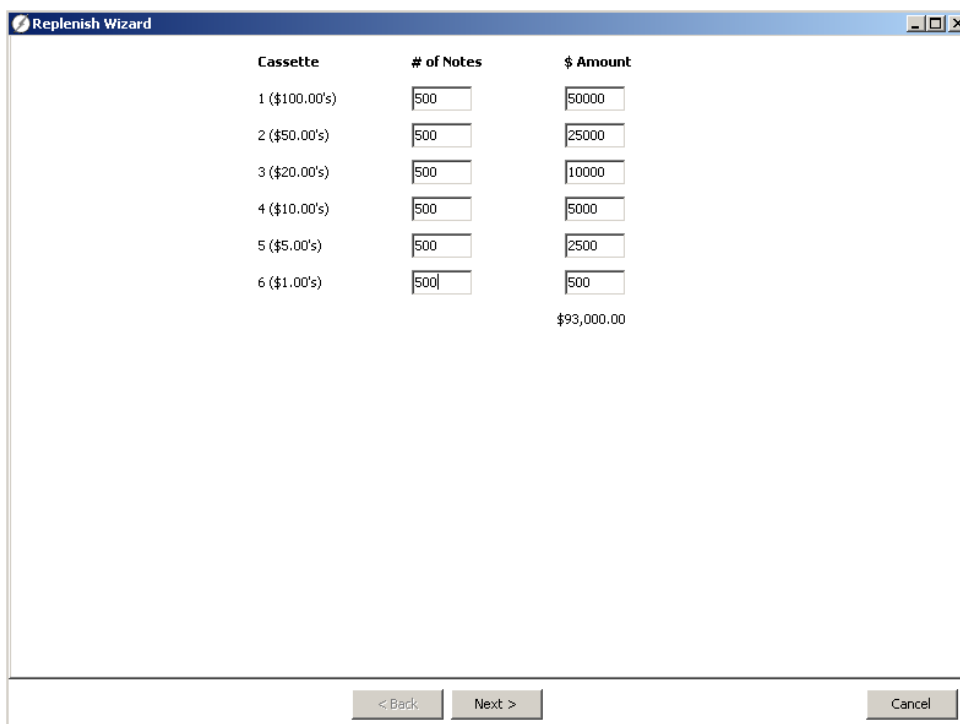


You will now be asked whether you would like to Add Cash or Clear Totals and Start a new Balance Cycle. Make your selection and click Next. Screen shot shown below.

Transact Payment Systems, Inc. EZCash® Monitor User's Guide

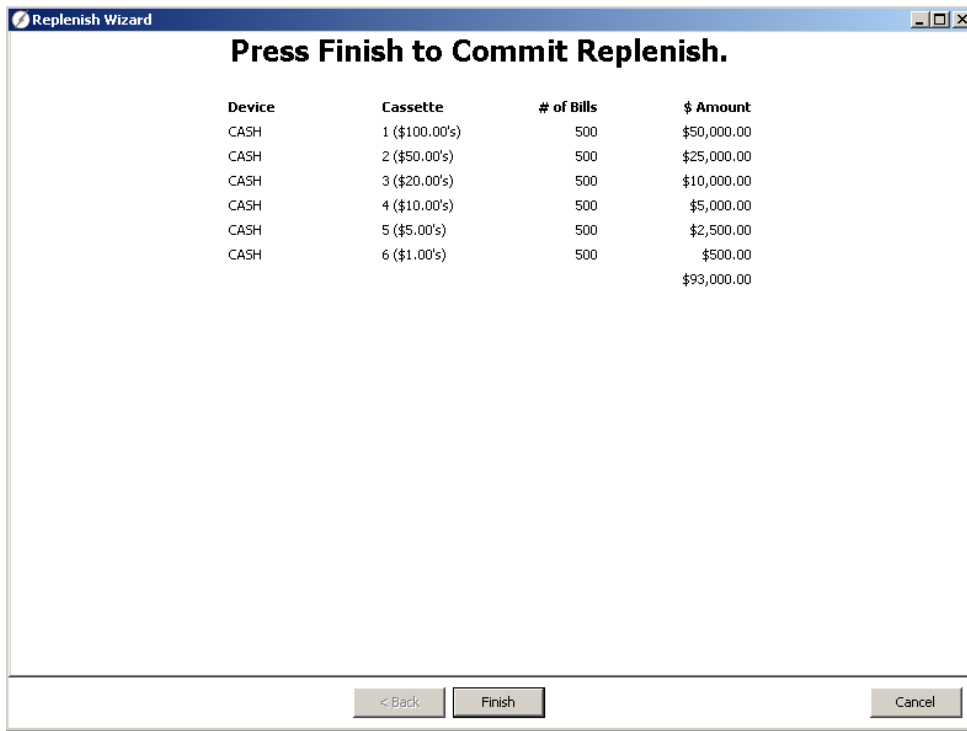


Each cassette will now be displayed on the current window. Enter the number of notes you are inserting in each cassette (the \$ Amount will automatically be displayed based on the number of notes and the cassette's denomination). Click Next. Screen shot shown below.

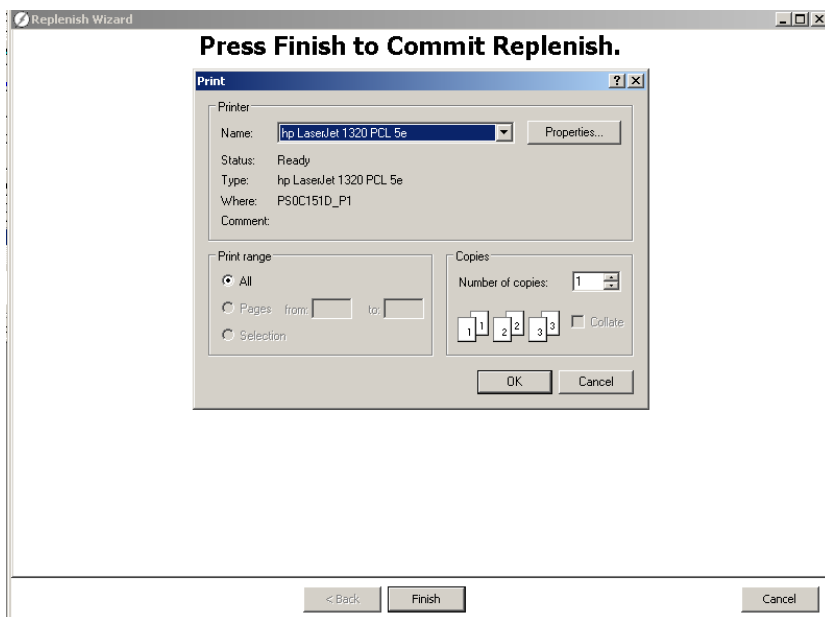


The screen will display the counts that were just entered. Press Finish to Commit Replenish. Click Finish. Screen shot shown below.

Transact Payment Systems, Inc. EZCash® Monitor User's Guide



You will be prompted to print the replenish report. Select your desired printer and press OK. Screen shot shown below.



That completes the replenishment process. Current bill counts can now be viewed in real time using the Devices Interface.

Transact Payment Systems, Inc.

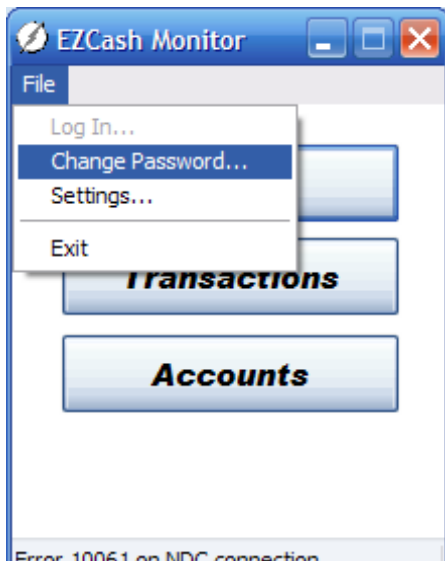
EZCash® Monitor

User's Guide

Change Password

Run the EZCash Monitor.

From the EZCash Monitor's Main Menu, select File and then select change password. Screen shown below



You will be prompted to enter your old password. Enter your current password and press OK. Enter and confirm your new password.

Transaction Result Codes

The status of a transaction is defined in the following table:

Status	Description	Explanation
10	New request	This status indicates a transaction is being processed. If it stays a type 10, there was a problem during processing.
11	Authorized	This indicates an authorized transaction that has not yet gotten a response from the ATM or dispenser to indicate success or failure of the dispense.
12	Completed	This is an authorized transaction that the dispenser has indicated was a successful dispense.
13	Void	The transaction failed. Some or all of the amount requested could not be dispensed. See the error_code for more detail.
15	Reversed	The transaction was authorized, but the dispenser or ATM could not dispense some or all of the cash. See the error_code for more detail.