

# Portico Cash Dispenser

## User's Guide

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## Overview

Cash Dispenser provides the following features and benefits:

- \* Provides administrative control of the dispenser.
- \* Interfaces with ARCA, Diebold or De La Rue dispensers.
- \* Automates balancing.
- \* Provides multiple security levels and inventory controls.
- \* Permits teller override for manually changing the bill mix.
- \* Includes ability to add cash to the dispenser without balancing the tellers or the dispenser.
- \* Provides ability to change the automix for any denomination.
- \* Provides credit union members added convenience and service by speeding the process of dispensing cash and coins.
- \* Reduces security risk.
- \* Offers additional control while dispensing funds, including record keeping for balancing tellers and vault.
- \* Improves teller efficiency by automating manual dispensers and eliminating key strokes and time spent entering information using two separate computers or keypads.
- \* Reduces time spent balancing the teller line drawers by providing detailed records.
- \* Provides a detailed journal that records every dispensed transaction.

Depending on the dispenser or recycler in use at your credit union, you can take advantage of a holdup dispense option and silent alarm:

- \* If your credit union uses ARCA, Diebold, Talaris or NCR devices with the Portico-Lutzwolf interface, you can implement a new holdup dispense option that will dispense a predetermined number of bills to limit the financial loss to your credit union.
- \* If your credit union uses Talaris TS2 and TCD9000 devices with the Portico-Lutzwolf interface, your tellers can also trigger a silent alarm to notify law enforcement of a robbery at your credit union.

Credit unions using Talaris TS2 and TCD9000 devices can choose to use both the silent alarm and holdup dispense options, or only one of the options. The silent alarm is not available for ARCA, NCR and Diebold dispensers and recyclers.

If your credit union is faced with a robbery, you can press CTRL+H on your keyboard at any location within Portico. Portico will check the current cash device inventory and dispense your workstation-defined holdup bill mix, if available. If not available, Portico will dispense your credit union-defined holdup bill mix. If a bill mix has not been defined, Portico will dispense 5 bills of each available denomination in the cash device. In addition, cash devices Talaris TS2 and TCD9000 will send a silent alarm to law enforcement.

## Setting Up Cash Dispenser

Security tokens must be applied to use Cash Dispenser within Portico. Contact the Portico support team for setup of security tokens.

## Cash Dispenser Security Groups

Before you can set up and use Cash Dispenser, you must be assigned one of the following pre-defined security groups, or you can add the following permissions to a credit union-defined security group using the **Security Group Permissions – Update** window.

To assign one of the pre-defined security groups or a credit union-defined security group to your Portico users, complete the following steps:

1. On the **Portico Explorer Bar**, click **Security** from the **Administration** menu. On the **Security** menu bar, click **User Maintenance**, then click **Users**. The **Users – List** window will appear.
2. On the **Users – List** window, select the users that will be using payroll. Then, click the security groups button. The **Security Groups** window will appear.
3. On the **Security Groups** window, select the desired users group from the **Not a member of these user groups** list box, then click the left arrow. Click the **Save** button to save your changes.
4. The users must now log off and log back into Portico.

Permissions	Security Groups
Portico - Explorer Teller Management - Menu Option	CashDevice – Legacy – User CashDevice – Legacy – Administrator
Portico - Explorer Teller Management - Task and Activities Menu Option	CashDevice – Legacy – User CashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Auto Mix - Maintain	CashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Automix - View Only	CashDevice – Legacy – User CashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Journal - View All	CCashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Journal - View Self Only	CashDevice – Legacy – User CashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Inventory - Maintain	CashDevice – Legacy – Administrator
CashDispenser - Task and Activities - Inventory - View Only	CashDevice – Legacy – User CashDevice – Legacy – Administrator
CashDispenser - User Can Dispense Cash	CashDevice – Legacy – User CashDevice – Legacy – Administrator
Portico - Explorer Product and Service Menu Option	CashDevice – Legacy – Administrator
Portico - Products (Prod/Serv) - Menu Option	CashDevice – Legacy – Administrator
Portico - Products (Prod/Serv) - Bill Mix - Menu Option	
Portico - Products (Prod/Serv) - Bill Mix - View Only	
Portico - Products (Prod/Serv) - Bill Mix - Maintain	
CashDispenser - Cash Dispenser - Menu Option	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Dispensers - Menu Option	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Dispensers - View Only	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Dispensers - Maintain	CashDevice – Legacy – Administrator

Permissions	Security Groups
CashDispenser - Cash Dispenser - Auto Mix - Menu Option	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Auto Mix - View Only	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Auto Mix - Maintain	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Password - Menu Option	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Password - View Only	CashDevice – Legacy – Administrator
CashDispenser - Cash Dispenser - Password - Maintain	CashDevice – Legacy – Administrator

## Defining the Vault Location

Before you can set up Cash Dispenser, you must establish the cash dispenser vault location using the **Location Information** window.

To access the **Location Information** window, click **Administration** under **Teller Management**. On the **Administration** menu bar, click **Locations**, then click **Location Information** to display an existing cash location or click **New Location** to add a new cash location.

**Note:** This window can also be accessed from the **Administration – Products and Services – Products** menu.

Complete the following steps to add a new cash location using the **Location Information - New** window.

1. Click the **Type** down arrow to select the location type.
2. In the ID field, enter the credit union-defined location ID. We suggest making the first three digits of the ID the branch number, for example D 000-DRWR. For member locations, the ID should equal the branch number. For example, if the branch number is 000, the ID should be M 000; if the branch number is 001, the ID should be M 001.
3. Enter the credit union-defined description of the location in the **Description** field.
4. Click the **Branch** down arrow to select the branch number of the general ledger account that will be affected by cash movements for this location.
5. Click the **Purpose** down arrow to indicate if the location is for cash dispenser.



6. In the **Inventory Maximum Cash** field, enter the maximum amount of cash allowed at a specific cash location.
7. Enter the maximum amount of cash you can send to a specific cash location in the **Shipment Maximum Cash** field.
8. In the **Branch/Group** field, enter the credit union-defined logical grouping of Cash Control locations, used by the 810 Report.
9. Enter the maximum number of times you can reschedule an intransit cash shipment to this location in the **Rescheduled Maximum Times** field.
10. In the **Due Date Maximum Days** field, enter the maximum number of days in the future allowed for a cash shipment due date to this location.
11. Click **Save**.

**Note:** You can also use the **Location Information** window to override maximum cash inventories for a cash location. If overridden, the information appears as an exception on the Intransit Exceptions Report 810.

Portico Host: ACB, AFC

## Defining the Dispensers

To use a cash dispenser unit, you must define the cash dispenser on Portico.

### Viewing the Dispenser List

The **Cash Dispenser - List** window lists the cash dispenser set up for the credit union branch.

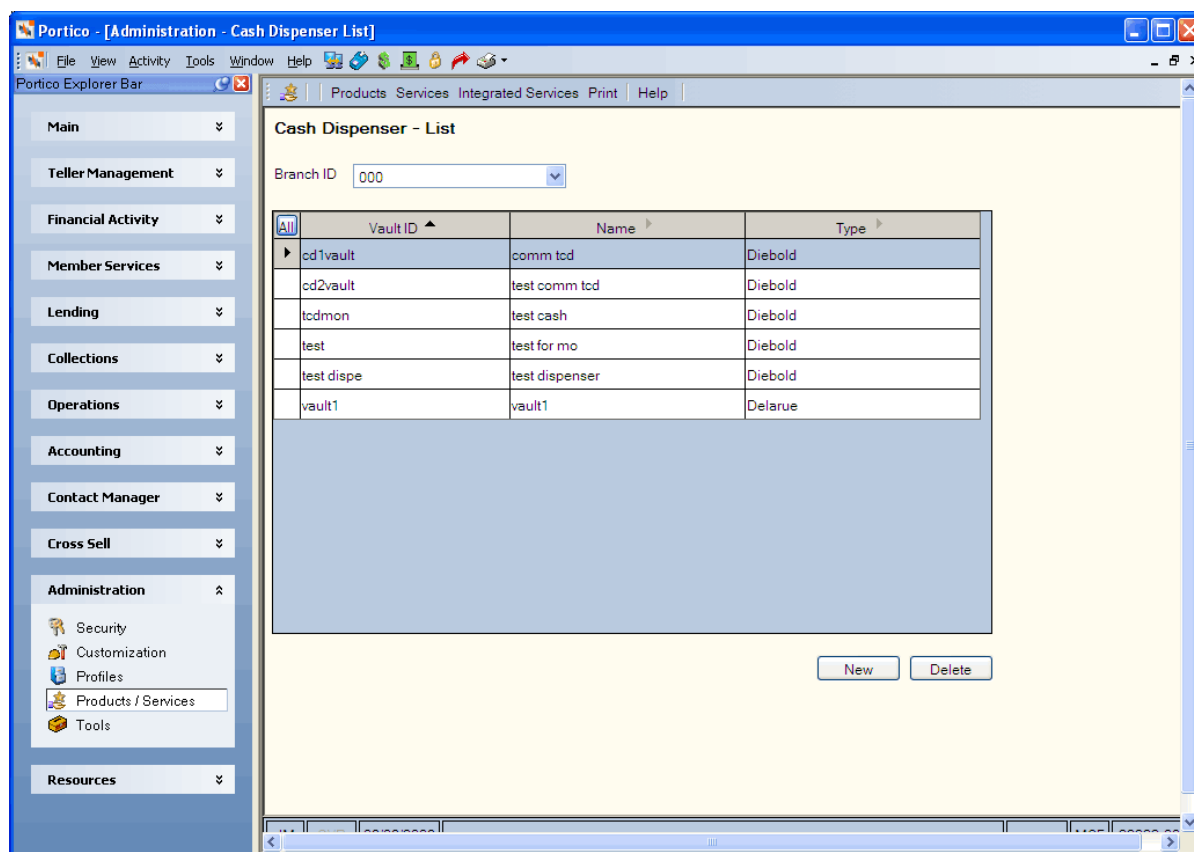
To open the **Cash Dispenser - List** window, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, point to **Cash Dispenser**, then click **Dispensers**. The **Cash Dispenser - List** window will appear.

On the **Cash Dispenser - List** window, click the **Branch ID** down arrow to view the cash dispensers for a specific branch.

Click **New** to open the **Cash Dispenser – New** window and set up a new cash dispenser.

Click the vault ID on the **Cash Dispenser - List** window to open the **Cash Dispenser – Update** window and modify a cash dispenser.

To delete a cash dispenser, select the cash dispenser row and click **Delete**.



## Adding a Dispenser

The **Cash Dispenser - New/Update** window lets you define the cash dispenser on Portico. For credit unions not using the Portico-Lutzwolf interface.

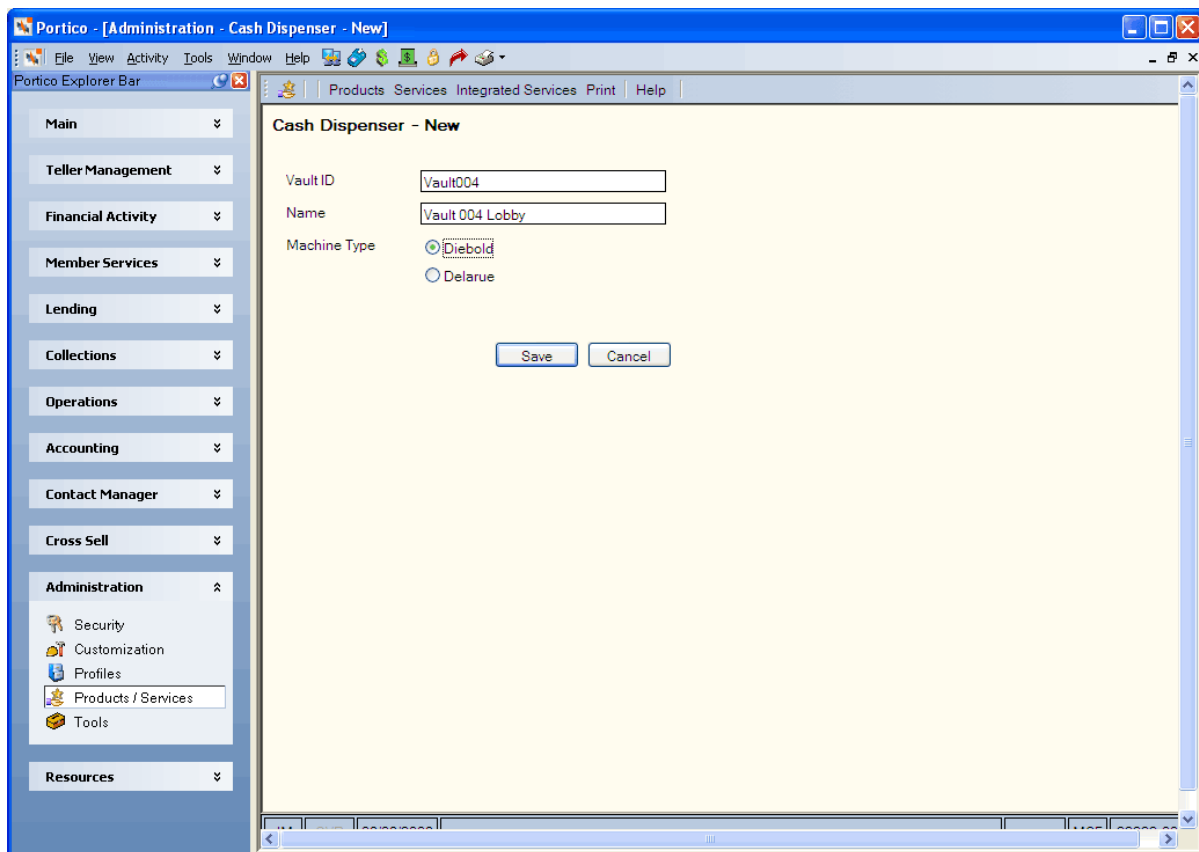
To open the **Cash Dispenser - New/Update** window, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, point to **Cash Dispenser**, then click **Dispensers**. The **Cash Dispenser - List** window will appear.

On the **Cash Dispenser - List** window, click the **Branch ID** down arrow to view the cash dispensers for a specific branch.

Click **New** to open the **Cash Dispenser – New** window and set up a new cash dispenser.

Click the vault ID on the **Cash Dispenser - List** window to open the **Cash Dispenser – Update** window and modify a cash dispenser.

To delete a cash dispenser, select the cash dispenser row and click **Delete**.



Complete the following steps to add the new dispenser.

1. On the **Cash Dispenser – New/Update** window, enter the vault ID in the **Vault ID** field.
2. Enter the name of the cash dispenser in the **Name** field.
3. Then, click the **Diebold** or **Delarue** option.
4. Click **Save**.

## Setting Up the Bill Mix

Cash Dispenser and Cash Recycler let you define the list of bill mixes at the branch level or user level.

### Viewing the Bill Mix List

The **Bill Mix - List** window lists the bill mixes. If a bill mix does not exist for a specific amount, the dispenser will use the highest denomination to determine the appropriate mix.

To view the bill mix at the branch level, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, then click **Bill Mix**. The **Bill Mix - List** window will appear.

To view the bill mix at the user level, click **Tools**, then click **Application Profile**. On the **Application Profile** dialog box, click **Apps**, then click **Bill Mix**. Click **Edit Bill Mix** to display the **Bill Mix - List** dialog box.

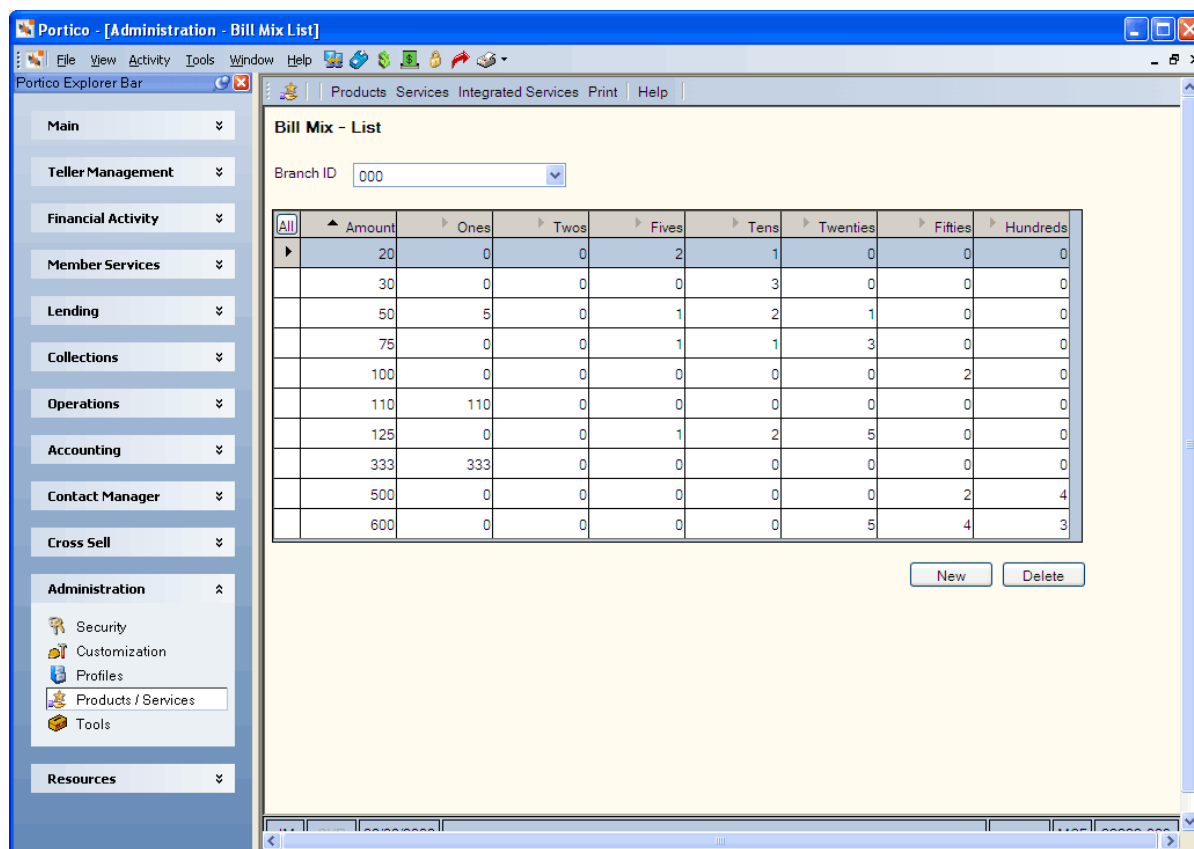
### Branch-Level Bill Mix

On the **Bill Mix - List** window, click the **Branch ID** down arrow to view the bill mixes for a specific branch.

Click **New** to open the **Bill Mix – New** window and set up a new bill mix.

Click the amount on the **Bill Mix - List** window to open the **Bill Mix – Update** window and modify an auto mix.

To delete an auto mix, select a bill mix row and click **Delete**.



## User-Level Bill Mix

Enter the whole dollar amount in the **Amount** field (no .00) and the number of bills to make up the amount in the **Ones**, **Fives**, **Tens**, **Twenties**, **Fifties**, and **Hundreds** fields. Then, click **Add**.

To update a bill mix, select the row, change the amounts and click **Update**.

To delete a bill mix, select the row and click **Delete**.

All	Amount	Ones	Twos	Fives	Tens	Twenties	Fifties	Hundreds
▶	40	0	0	2	1	1	0	0
	50	0	0	2	2	1	0	0

Amount	Ones	Twos	Fives	Tens	Twenties	Fifties	Hundreds
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Adding a New Bill Mix

The **Bill Mix - New/Update** window let you customize the branch-level bill mix.

To open the **Bill Mix - New/Update** window, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, then click **Bill Mix**. The **Bill Mix - List** window will appear.

On the **Bill Mix - List** window, click the **Branch ID** down arrow to view the bill mixes for a specific branch.

Click **New** to open the **Bill Mix – New** window and set up a new bill mix.

Click the amount on the **Bill Mix - List** window to open the **Bill Mix – Update** window and modify an auto mix.

The screenshot shows the 'Portico - [Administration - Auto Mix - New]' window. On the left is a 'Portico Explorer Bar' with a tree view containing categories like Main, Teller Management, Financial Activity, Member Services, Lending, Collections, Operations, Accounting, Contact Manager, Cross Sell, Administration (expanded), and Resources. Under 'Administration', 'Products / Services' is selected. The main area is titled 'Bill Mix - New' and contains a form with the following fields: Amount (50), Ones, Twos, Fives (2), Tens (2), Twenties (1), Fifties, and Hundreds. 'Save' and 'Cancel' buttons are located at the bottom right of the form.

On the **Bill Mix – New/Update** window, enter the amount in the **Amount** field and the number of bills to make up the amount in the **Ones, Fives, Tens, Twenties, Fifties, and Hundreds** fields. Click **Save**.

## Viewing the Holdup Bill Mix List

The **Holdup Bill Mix - List** window lists the branch level bill mixes for a holdup dispense.

Depending on the dispenser or recycler in use at your credit union, you can take advantage of the holdup dispense option and silent alarm:

- ✦ If your credit union uses NCR, Diebold, or Talaris devices with the Portico-Lutzwolf interface, you can implement a new holdup dispense option that will dispense a predetermined number of bills to limit the financial loss to your credit union.
- ✦ If your credit union uses Talaris TS2 and TCD9000 devices with the Portico-Lutzwolf interface, your tellers can also trigger a silent alarm to notify law enforcement of a robbery at your credit union.

Credit unions using Talaris TS2 and TCD9000 devices can choose to use both the silent alarm and holdup dispense options, or only one of the options. The silent alarm is not available for NCR and Diebold dispensers and recyclers.

If your credit union is faced with a robbery, you can press CTRL+H on your keyboard at any location within Portico. Portico will check the current cash device inventory and dispense your workstation-defined holdup bill mix, if available. If not available, Portico will dispense your credit union-defined holdup bill mix. If a bill mix has not been defined, Portico will dispense 5 bills of each available denomination in the cash device. In addition, cash devices Talaris TS2 and TCD9000 will send a silent alarm to law enforcement. The CTRL+H command may be used unlimited times if necessary.

Details of the holdup dispense will be recorded on the **Cash Devices – Journal** tab.

To open the **Holdup Bill Mix - List** window, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, then click **Bill Mix**. Click **Holdup Bill Mix**.

Click **New** to open the **Holdup Bill Mix – New** window and set up a new bill mix.

Click the amount on the **Holdup Bill Mix - List** window to open the **Holdup Bill Mix – Update** window and modify an auto mix.

To delete an auto mix, select a bill mix row and click **Delete**.

Portico - [Administration - Holdup Bill Mix List]

File View Activity Tools Window Help

Portico Explorer Bar

Products Services Integrated Services Print Help

### Holdup Bill Mix - List

All	Branch	Amount	Ones	Fives	Tens	Twenties	Fifties	Hundreds
	000	200	0	0	0	0	0	2

New Delete

JM OVR 09/27/2012 Maintenance Request Complete TTC 22222-003



## Adding a New Holdup Bill Mix

The **Holdup Bill Mix – New/Update** window lets you create the predetermined number of bills to dispense during a robbery.

To open the **Holdup Bill Mix - New/Update** window, on the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, then click **Bill Mix**. Then, click **Holdup Bill Mix**.

On the **Holdup Bill Mix - List** window, click **New** to open the **Holdup Bill Mix – New** window and set up a new bill mix.

Click the amount on the **Holdup Bill Mix - List** window to open the **Holdup Bill Mix – Update** window and modify an auto mix.

Portico - [Administration - Holdup Bill Mix - New]

Portico Explorer Bar

Main

Teller Management

Financial Activity

Member Services

Lending

Collections

Operations

Accounting

BSA Reporting

Contact Manager

Cross Sell

Administration

- Security
- Customization
- Profiles
- Products / Services
- Tools

Resources

Holdup Bill Mix - New

Branch ID	Amount	Ones	Fives	Tens	Twenties	Fifties	Hundreds
000	300					2	2

Save Cancel

On the **Holdup Bill Mix – New/Update** window, select the branch from the drop-down list. Then, enter the amount in the **Amount** field and the number of bills to make up the amount in the **Ones**, **Fives**, **Tens**, **Twenties**, **Fifties**, and **Hundreds** fields. Click **Save**.

## Defining the User Profile Options

You can specify the user options for the maximum bill disbursed and bill mix file on the **User Profile – Preferences** tab. On the top menu bar, click **Tools**, point to **Profiles** and click **User Profile**.

In the **Cash Disbursed** group box, click the **Max Bill for User** down arrow to select the maximum bill the user can dispense. Then click the **User Bill Mix** option or **Branch Bill Mix** option to select whether the bill mix will be calculated from the branch level file set up in **Administration** or the user level file.

The screenshot shows the 'User Profile - Update - User, Joe' window with the 'Preferences' tab selected. The window is divided into several sections:

- Lookup Member By:** Member Number (dropdown)
- Detail Journal Default:** Checks Disbursed Journal (dropdown)
- Member Service:**
  - Member Information Tab Default: Contact Information (dropdown)
  - Account Information Tab Default: Overview (dropdown)
  - Loan Tab Default: General (dropdown)
  - Shares Tab Default: General (dropdown)
  - History Description Type Default: No Description (dropdown)
  - ☐ New Member Services Sequence Override
  - ☐ Show All Member Accounts
- Cash Disbursed:**
  - Max Bill for User: Hundreds (dropdown)
  - ☐ User Bill Mix
  - ☒ Branch Bill Mix
- New Loan Default:**
  - ☒ Calculators Tab
  - ☐ New Loan Tab
- Verification Option Defaults:**
  - ☒ OFAC
  - ☒ ID Verification
  - ☒ QualiFile
- Financial Activity:**
  - ☐ Suppress Partial Payment Warning
- Operations:**
  - ☐ Allow Default Return Code Processing
- Collections:**
  - ☒ Allow Activity/Notes Review
  - Grace Period: 10 days(s)
- Notes Default:**
  - ☒ Member-Level
  - ☐ Account-Level
- Contact Manager:**
  - Origination Source: Select Origination Source (dropdown)

At the bottom of the window, there are buttons for 'Apply', 'OK', and 'Cancel'. The status bar at the very bottom shows 'JM', 'OVR', '10/21/2013', a large empty field, 'MCF', and '22222-003'.

## Application Profile - Apps - Devices – Cash Devices

Before you can begin using Cash Recycler or Cash Dispenser using the Portico-Lutzwolf interface, you must enable cash device and specify the share file location of the recycler.

You can enable the cash device on the **Application Profile** dialog box. Click **Tools**, then click **Application Profile**. The **Application Profile** dialog box appears with the **Authentication** tab on top. On the **Authentication** tab, enter your administrative password in the **Password** field and click **Login**. The **General** tab appears. Click the **Apps** tab. Click the **Devices** tab, then click **Cash Devices**.

The screenshot shows the 'Application Profile' dialog box with the 'Apps' tab selected. Within the 'Apps' tab, the 'Devices' sub-tab is active, and the 'Cash Devices' section is expanded. The 'Enable Cash Device' checkbox is checked. The 'Shared File Location' is set to 'C:\Users'. The 'Device Information' section contains the following fields:

- Device Controller:** DC by Sherlene
- Device Name:** 03-vault / BXNJ521 / TS2
- Teller Position:** Left
- Coin Dispenser:** 03-vault / BXNJ521 / DLR559
- Device Alarm:** / BXNJ521 / TS2\_Alarm

The 'Enable Holdup Dispense' checkbox is also checked. At the bottom of the 'Device Information' section are 'Reset' and 'Test' buttons. At the bottom of the dialog box are 'Refresh', 'Apply', 'OK', and 'Cancel' buttons.

To enable the cash device, complete the following steps:

1. On the **Devices – Cash Devices** tab, select the **Enable Cash Device** check box to allow the cash device to communicate with Portico.

2. Click the **Shared File Location ...** button to locate the cash device. The shared file location can be any folder, local or network. If two tellers are sharing one cash device, the shared file location must be on a network. All tellers must have read and write access to this location.
3. Click the **Device Controller** down arrow to select the device controller attached to the cash device.
4. Click the **Device Name** down arrow to select the device name.
5. Select the side of the cash device the teller is connected to from the **Teller Position** drop-down list.
6. Click the **Coin Dispenser** down arrow to select the coin dispensers attached to the cash device if applicable.
7. Click the **Test** button to check the Portico to device connection.
8. Click **Apply**, then click **OK**.

Depending on the dispenser or recycler in use at your credit union, you can take advantage of a holdup dispense option and silent alarm:

- ✦ If your credit union uses NCR, Diebold, or Talaris devices with the Portico-Lutzwolf interface, you can implement a new holdup dispense option that will dispense a predetermined number of bills to limit the financial loss to your credit union.
- ✦ If your credit union uses Talaris TS2 and TCD9000 devices with the Portico-Lutzwolf interface, your tellers can also trigger a silent alarm to notify law enforcement of a robbery at your credit union.

Credit unions using Talaris TS2 and TCD9000 devices can choose to use both the silent alarm and holdup dispense options, or only one of the options. The silent alarm is not available for NCR and Diebold dispensers and recyclers.

If your credit union is faced with a robbery, you can press CTRL+H on your keyboard at any location within Portico. Portico will check the current cash device inventory and dispense your workstation-defined holdup bill mix, if available. If not available, Portico will dispense your credit union-defined holdup bill mix. If a bill mix has not been defined, Portico will dispense 5 bills of each available denomination in the cash device. In addition, cash devices Talaris TS2 and TCD9000 will send a silent alarm to law enforcement.

To activate the holdup dispense option, select the **Enable Holdup Dispense** check box. For Talaris TS2 and TCD9000 devices, the **Device Alarm** field lists the location for the silent alarm. You can click Test to test the alarm.

## Enabling Cash Dispenser - Legacy

Before you can begin using Cash Dispenser, you must enable Cash Dispenser and specify the share file location of the dispenser.

You can enable the Cash Dispenser on the **Application Profile** dialog box. Click **Tools**, then click **Application Profile**. The **Application Profile** dialog box appears with the **Authentication** tab on top. On the **Authentication** tab, enter your administrative password in the **Password** field and click **Login**. The **General** tab appears. Click the **Apps** tab. Click the **Devices** tab, then click **Cash Dispenser**.

The screenshot shows the 'Application Profile' dialog box with the 'Apps' tab selected. Within the 'Apps' tab, the 'Devices' sub-tab is active, and the 'Cash Dispenser' section is expanded. The 'Cash Dispenser' section contains the following fields and controls:

- Enable Cash Dispenser:** A checked checkbox.
- Shared File Location:** A text field containing 'C:\Demo website' and a browse button (...).
- Save Journal File to Local Directory:** A checked checkbox.
- Number of Coin Dispensers:** A dropdown menu set to '1'.
- Dispense Information:** A section containing:
  - ID:** A dropdown menu set to 'Diebold'.
  - Name:** A text field containing 'Diebold'.
  - Type:** A text field containing 'Diebold'.
  - Dispenser Port:** A dropdown menu set to 'Left'.
  - PC Port:** A dropdown menu set to 'COM1'.

At the bottom of the dialog box are buttons for 'Refresh', 'Apply', 'OK', and 'Cancel'.

To enable Cash Dispenser, complete the following steps:

1. On the **Devices – Cash Dispenser** tab, select the **Enable Cash Dispenser** check box to allow the cash dispenser to communicate with Portico.
2. Click the **Shared File Location ...** button to locate the cash dispenser. The shared file location can be any folder, local or network. If two tellers are sharing one cash dispenser, the shared file location must be on a network. All tellers must have read and write access to this location.
3. Select the **Save Journal File to Local Directory** check box to save the Cash Dispenser journal file to the local directory where the Portico update files are stored.
4. Click the **Number of Coin Dispensers** down arrow to select the number of coin dispensers attached to the cash dispenser.

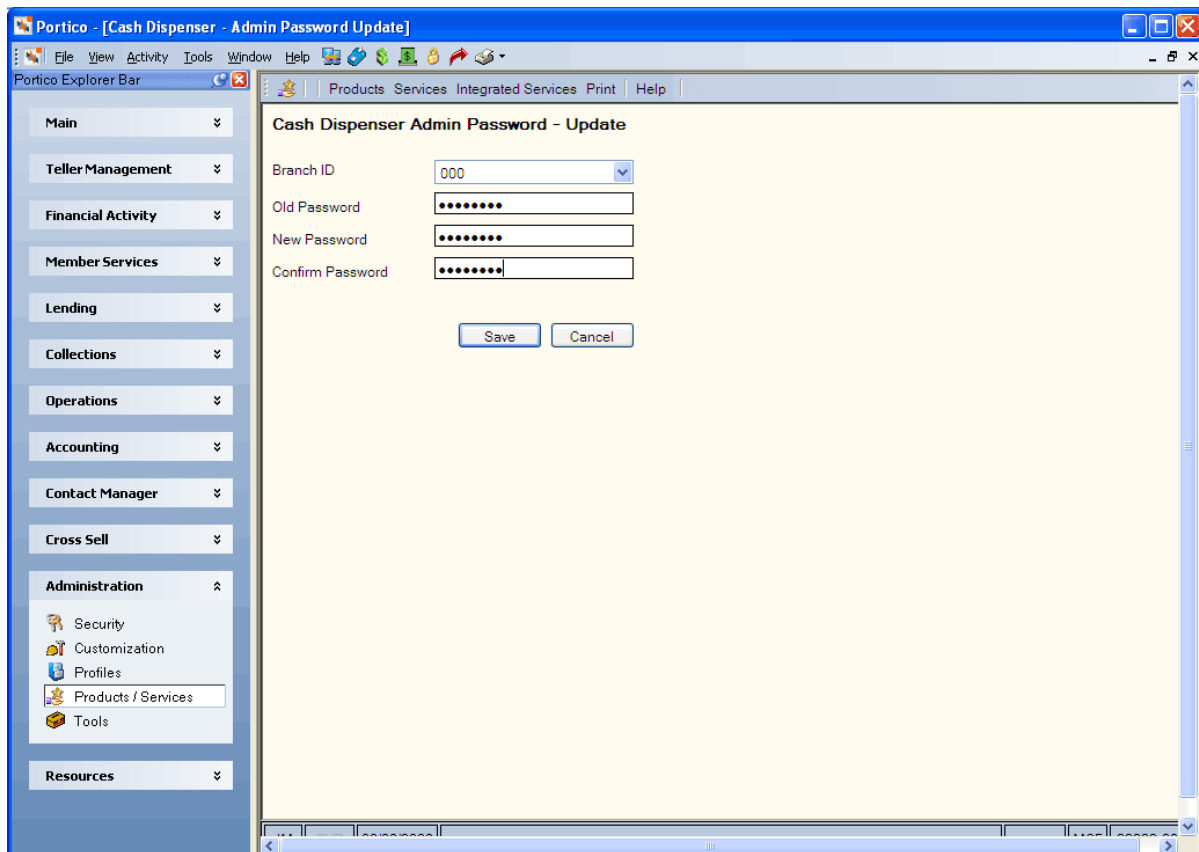
5. Click the **ID** down arrow to select the vault ID you previously set up in Administration and on the Portico host.
6. Click the **Dispenser Port** down arrow and select the side of the cash dispenser the teller is connected to.
7. Click the **PC Port** down arrow to select the COM port the cash dispenser is connected to the PC. Only valid ports will be listed.
8. Click **Apply**, then click **OK**.

## Creating the Admin Password

You must establish the Admin password required for resetting inventory and clearing the **Balance** tab. You can set up the Admin password for Cash Dispenser on the **Cash Dispenser Admin Password – Update** window.

Complete the following steps to create the Admin password.

1. On the **Portico Explorer Bar**, click **Products/Services** from the **Administration** menu. On the **Products/Services** menu bar, click **Products**, point to **Cash Dispenser**, then click **Password**. The **Cash Dispenser Admin Password – Update** window will appear.
2. On the **Cash Dispenser Admin Password – Update** window, click the **Branch ID** down arrow to choose the specific branch for the password. The default **Old Password** field will be blank the first time you set up the Admin password.
3. Enter a new password in the **New Password** and **Confirm Password** fields. Click **Save**.



## Dispensing Cash

If your credit union uses Cash Dispenser or Cash Recycler, the **Cash Disbursed** dialog box will automatically appear when you complete a transaction requiring a cash disbursement. You can also access the **Cash Disbursed** dialog box by clicking the Cash Dispenser icon on the top menu bar.

If your credit union uses the Portico-Lutzwolf interface, you can continue to use Cash Dispenser and Cash Recycler when in Offline Processing or Store and Forward mode. Cash dispensers and cash recyclers will continue to function if you use the **Transactions - Single Deposit, Withdrawal, Payment or Loan Advance** tab to process cash received transactions (recyclers only) and cash disbursed transactions (recyclers and dispensers).

Bill Count			
	Dispenser	Drawer	Amount
\$100			0.00
\$50			0.00
\$20	1		20.00
\$10	2		20.00
\$5	2		10.00
\$2			0.00
\$1			0.00
Total	50	0	50.00

Coin Count			
	Units	Per /	Rolls Amount
\$1		25	0.00
\$1		20	0.00
.50		20	0.00
.25		40	0.00
.10		50	0.00
.05		40	0.00
.01		50	0.00
Mix Drawer Coin			0.00
Misc Drawer Coin			0.00
Total			0.00

Total Coins	0.00
Total Bills	50.00
Total Transaction	50.00
Difference	0.00

Buttons: Clear, Cancel, Dispense

Click the ellipse (...) button to automatically calculate the bill mix. To change the bill mix, enter the number of bills of each denomination in the **Dispenser** or **Units** column. Then, click **Dispense** to dispense the cash amount.



## Reviewing the Journal

The **Cash Dispenser – Journal** tab tracks each dispensed transaction completed, including the date, time, CAN, individual note count, coin, and total amount dispensed. If an error was detected on the dispense, the original amount requested is shown on a separate line. The last two lines of the dispenser journal are balance entries indicating the note counts and dollar counts.

Complete the following steps to access the **Journal** tab and display cash dispenser activity.

1. Under **Teller Management** on the **Portico Explorer Bar**, click **Tasks & Activities**. The **Open** tab appears on top.
2. Click the **Cash Dispenser** tab. The **Balance** tab appears on top.
3. Click the **Journal** tab.
4. Click the **Date** down arrow to select journal date.
5. Click the **Dispenser** down arrow to select a cash dispenser.
6. Click the **Teller** down arrow to select the teller ID.
7. Then, click the green arrow to view the dispenser activity records.

The **Dispenser** and **Teller** drop-down lists are only accessible if the teller has administrative authority.

Portico - [Journal]

File View Activity Tools Window Help

Portico Explorer Bar

Open Balancing and Close Teller Journaling Cash Control Forms Management Cash Dispenser Vault Balancing Brai <

Balance Journal Inventory

Date: Friday, February 10, 2006 Dispenser: webxdlr Teller: CB

Date	Time	CAN #	Type	Ones	Fives	Tens	Twenties	Fifties	Hundreds	Coin	Amount
2006/02/10	10:19:26		Normal	0	0	0	0	0	1	0	100.00
2006/02/10	10:19:58		Normal	0	0	0	0	0	1	0	100.00
2006/02/10	10:23:36	12350	Error	2	1	5	5	0	0	4	157.04*
2006/02/10	10:24:10	12350	Normal	0	1	5	5	0	0	0	155.04
2006/02/10	10:25:02	12351	Normal	0	1	2	1	0	0	0	45.00
2006/02/10	10:25:48	12352	Normal	0	1	1	1	1	1	0	185.00
2006/02/10	10:26:52	12353	Normal	0	2	0	0	0	0	85	10.85
2006/02/10	10:27:22	20648	ACM	0	0	0	0	0	0	0	(595.89)
Totals				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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A holdup dispense will display Holdup in the **Type** column on the **Journal** tab.

The screenshot displays the 'Portico - [Journal]' application window. The interface includes a menu bar (File, View, Activity, Tools, Window, Help), a Portico Explorer Bar on the left with sections for Main, Teller Management (Tasks & Activities, User Security, Administration), and Financial Activity. The main area features a tabbed interface with 'Journal' selected. Above the table, there are buttons for 'Open', 'Balancing and Close', 'Teller Journaling', 'Cash Control', 'Forms Management', 'Cash Devices', 'Vault Balancing', and 'Branch Close'. The 'Journal' tab shows a date filter for 'Wednesday, September 26, 2012' and a 'Vault / User' dropdown set to '03-vault/tball'. The table below lists transactions with columns for Date, Time, CAN #, Type, and denominations (Ones, Fives, Tens, Twenties, Fifties, Hundreds, Coin), along with an 'Amount' column. Two transactions are visible: a 'Holdup' at 16:17:34 resulting in a negative amount of -925.00, and an 'Add' at 16:20:11 resulting in a positive amount of 925.00. A 'Totals' row at the bottom shows all values as 0.00.

Date	Time	CAN #	Type	Ones	Fives	Tens	Twenties	Fifties	Hundreds	Coin	Amount
2012/09/26	16:17:34		Holdup	0	5	5	5	5	5	0	-925.00
2012/09/26	16:20:11		Add	0	5	5	5	5	5	0	925.00
Totals				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Viewing Current Inventory and Adding Cash

The **Cash Dispenser - Inventory** tab lets you review the current inventory in the cash dispenser and add cash or coin to the cash dispenser.

To access the **Inventory** tab, under **Teller Management** on the **Portico Explorer Bar**, click **Tasks & Activities**. The **Open** tab appears on top. Click the **Cash Dispenser** tab. The **Balance** tab appears on top. Click the **Inventory** tab.

Cassette	Denomination	Current Units	Divert Units	Update Units	Logical Low
00001	Ones	483	0	0	0
10002	Fives	475	1	0	0
20003	Tens	437	0	0	0
30004	Twenties	486	0	0	0
40005	Fifties	500	0	0	0
50006	Hundreds	500	0	0	0
80000	Coin	1294	0	0	0

Update		Totals	
Denomination	<input type="text"/>	Total Notes	91,948.00
Update Units	<input type="text"/>	Total Coin	12.94
Logical Low	<input type="text"/>	Total	91,960.94

Buttons:

Footer: JMI OVR 02/28/2006 MCF 22222-003

The Cassette List is a list of all the cassettes in the cash dispenser and the corresponding denomination. The list also details the current number of units for each denomination, the number of units added to the dispenser, the number of rejected units in the divert cassette, and the logical low of each denomination. Complete the following steps to update the cash dispenser inventory.

1. Click the **Denomination** down arrow to select the denomination.
2. In the **Update Units** field, enter the number of units added to the cash dispenser.
3. In the **Logical Low** field, enter the unit count for each denomination that signals the computer to report that the number of units of a specific denomination is running low. When the estimated count (original count minus dispensed count minus rejected count) of units in a cassette falls below the logical low, Cash Dispenser will display warning messages at each dispense.
4. Click **Save** to save your changes.

When adding inventory for a shared dispenser, the inventory must be entered on the workstation on the 'left' side of the dispenser.

When bills are removed from the divert tray in the dispenser, click **Clear Diverts** to reset the **Divert Units** column back to zero.

Click **Reset** to clear the Inventory settings.

We recommend resetting the inventory at least once a month and entering the correct denominations from the **Vault Balancing** tab. The **Cash Dispenser - Inventory** tab should not be used for balancing.

## Balancing the Teller Drawer with the Dispenser

When cash is dispensed from the cash dispenser, Portico records it as dispensed from your teller drawer. To balance the teller drawer and the cash dispenser with Portico, money must be moved from the cash dispenser to your drawer, in an amount equal to the amount you have dispensed from the cash dispenser during the day. The **Cash Dispenser - Balance** tab lets you balance the cash dispenser and move the required amount to your teller drawer.

To access the **Balance** tab, under **Teller Management** on the **Portico Explorer Bar**, click **Tasks & Activities**. The **Open** tab appears on top. Click the **Cash Dispenser** tab. The **Balance** tab appears on top.

The screenshot shows the Portico - [Balance] window. The sidebar on the left contains the following sections:

- Main** (dropdown)
- Teller Management** (expanded)
  - Tasks & Activities
  - User Security
  - Administration
- Financial Activity** (dropdown)
- Member Services** (dropdown)
- Lending** (dropdown)
- Collections** (dropdown)
- Operations** (dropdown)
- Accounting** (dropdown)
- Contact Manager** (dropdown)
- Cross Sell** (dropdown)
- Administration** (dropdown)
- Resources** (dropdown)

The main window has a menu bar with: File, View, Activity, Tools, Window, Help. Below the menu bar is a toolbar with icons for Open, Balancing and Close, Teller Journaling, Cash Control, Forms Management, Cash Dispenser, Vault Balancing, and Branching. The **Cash Dispenser** tab is selected.

The **Balance** tab contains the following fields and table:

Teller:  Vault:  Drawer:

Denominations	Units	Amount
Ones	<input type="text" value="0"/>	<input type="text" value="0.00"/>
Fives	<input type="text" value="3"/>	<input type="text" value="15.00"/>
Tens	<input type="text" value="9"/>	<input type="text" value="90.00"/>
Twenties	<input type="text" value="9"/>	<input type="text" value="180.00"/>
Fifties	<input type="text" value="2"/>	<input type="text" value="100.00"/>
Hundreds	<input type="text" value="0"/>	<input type="text" value="0.00"/>
Coin	<input type="text" value="27"/>	<input type="text" value="0.27"/>

Total Amount:

At the bottom of the window, there is a status bar showing: JM | OVR | 02/28/2006 | MCF | 22222-003

On the **Balance** tab, click **Cash Move** to get the totals for the cash movement to the teller drawer. The **Cash Movement** tab will appear. The dispenser vault ID, teller drawer and all the units and amounts of each denomination from the **Cash Dispenser - Balance** tab will appear on the **Movements – Cash Movements** tab. The **Sending Location ID** drop-down list contains the cash dispenser vault ID. The **Receiving Location ID** drop-down list contains the teller drawer.

Click **Submit** to complete the cash movement. When the **Convert To Units Complete for Cash Dispenser Vault Location** message appears, click **OK**. The **Cash Movement Successful** message will appear.

The amounts on the **Cash Dispenser - Balance** tab will be reset to zeros and the cash movement will appear on the **Cash Dispenser - Journal** tab.

**Portico - [Movements]**

File View Activity Tools Window Help

Portico Explorer Bar

Open Balancing and Close Teller Journaling **Cash Control** Forms Management Cash Dispenser Vault Balancing Brai

Movements Journals Inquiries

Select a Cash Movement Type  
Cash Movement ☐ Print Cash Voucher

**Location Information**

Sending Location: Vault Location ID: 03VAULT Date: Shipment: Time:

Receiving Drawer Location ID: BR06-D00

Description: Replenish Drawer

**Coin**

	Units Per	Roll	Rolls	Units	Amount
Pennies	50		1	0	0.50
Nickels	40		1	0	2.00
Dimes	50		1	0	5.00
Quarters	40		1	0	10.00
Half Dollars	20		0	0	0.00
Silver Dollars	20		0	0	0.00
Golden Dollar	25		0	0	0.00

**Currency**

	Units Per	Bundle	Bundles	Units	Amount
Ones	100		0	50	50.00
Twos	100		0	0	0.00
Fives	100		0	30	150.00
Tens	100		0	20	200.00
Twenties	100		0	10	200.00
Fifties	20		0	0	0.00
Hundreds	10		0	0	0.00

Non-Denominational Amount: 0.00

Pending Amount: 0.00

Coin Total: 17.50

Currency Total: 600.00

Cash Movement Total: 617.50

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## Balancing the Dispenser

Since the cash dispenser is a vault location, you can balance dispenser using the **Vault Balancing** tab. The **Vault Balancing** tab lets you inventory a vault and close the vault. You must enter the number of rolls and loose coins, the number of currency bundles and loose currency, and any non-denomination amounts. (Non-denomination money is mutilated currency or coins, bait money, and foreign money.)

Portico will calculate the vault balance by adding the total of coins, currency, and non-denomination amounts. Portico will then calculate the closing adjustment amount by adding the previous closing cash balance and cash transfers in, then subtracting the cash transfers out and the calculated vault cash balance from the amounts entered.

Before you can use the **Vault Balancing** tab, you must be assigned to the *Teller - Advanced* security group, or you can add the following permissions to a credit union-defined security group using the **Security Group Permissions – Update** window.

- \* TlrMg Vault Balancing Tab - View Only
- \* TlrMg Vault Balancing Tab - Maintain & Close

Portico will calculate the vault balance by adding the total of coins, currency, and non-denomination amounts. Portico will then calculate the closing adjustment amount by adding the previous closing cash balance and cash transfers in, then subtracting the cash transfers out and the calculated vault cash balance from the amounts entered.

Only Teller Administration - Expanded supports the **Vault Balancing** tab.

To access the **Vault Balancing** tab, under **Teller Management** on the **Portico Explorer Bar**, click **Tasks & Activities**. The **Open** tab appears. Click the **Vault Balancing** tab.

Portico - [Vault Balancing]

File View Activity Tools Window Help

Portico Explorer Bar

Open Balancing and Close Teller Journaling Cash Control Forms Management Vault Balancing Branch Close Status

Branch Vault Locations: TCD01 Show All Locations Print Vault Close Clear Money

Coin	Units Per Roll	Rolls	Units	Amount
Pennies	50	0	0	0.00
Nickels	40	0	0	0.00
Dimes	50	0	0	0.00
Quarters	40	0	2	0.50
Half Dollars	20	0	0	0.00
Silver Dollars	20	0	0	0.00
Golden Dollar	25	0	0	0.00

Currency	Units Per Bundle	Bundles	Units	Amount
Ones	100	0	1	1.00
Twos	100	0	0	0.00
Fives	100	0	0	0.00
Tens	100	0	1	10.00
Twenties	100	0	0	0.00
Fifties	20	2	19	2,950.00
Hundreds	10	325	0	325,000.00

System Total

Previous Closing Cash: 327,961.50

Cash Transfers IN: 0.00

Cash Transfers OUT: 0.00

System Cash Total: 327,961.50

Cash Balancing

Non-Denominational Amount: 0.00

Coin Total: 0.50

Currency Total: 327,961.00

**Vault Cash Total: 327,961.50**

Save Close Vault

JM OVR 10/16/2014 Inquiry Transaction Complete TTC 22222-003

To balance and close a vault, complete the following steps:

1. On the **Vault Balancing** tab, click the **Vault Location** down arrow to select a vault. Then, click the green arrow. Click **Show All Locations** to view the totals for all vault locations.
2. Select the **Print Vault Close** check box to print the vault close report, or clear the check box if you do not want to print the vault close report. If your credit union archives your teller close reports to eFiciency Documents, the vault close report will be imaged automatically to eFiciency Documents in the Teller Work repository. You can access the vault close reports using the **View Documents** dialog box.
3. Enter the number of rolls, bundles and units for each coin and currency. When counting units, count how many pieces of each coin or how many of each bill, not the dollar amount for each coin or bill. For example, when counting nickels most tellers would count 5, 10, 15, 20, 25, etc. Instead, you should count how many nickels are in the drawer, 1,2,3,4,5, etc. The system calculates the amount of each item and displays this in the **Amount** column, with the total of all items appearing in the **Closing Cash Total** field.
4. Total all bait money or mutilated money and enter the amount in the **Non-Denominational Amount** field in dollars and cents. Portico will calculate the vault cash based on your input and compare it to the system-calculated vault balance based on the financial transactions and cash movements performed during the day. The **Vault Cash Total** should equal the **System Cash Total**. Any difference is reflected in the **Adjustment Amount** field.
5. If the **Vault Cash Total** equals the **System Cash Total**, click **Close Vault** to close the vault. If the **Adjustment Amount** field contains an amount greater than zero, count your vault cash again and make any corrections. If you are still not in balance after verifying all amounts and have a true over or



short situation, type a description for the over/short GL entry in the **Adjustment Description** field. Then, click **Close Vault** to close the vault.

The **Units Per Bundle** column shows how the federal government bundles currency. Most credit unions do not bundle the same way as the federal government.

If there is a closing adjustment amount, the system will automatically make the cash over and short entries to the appropriate general ledger account. The **Maximum Adjustment Amount** field in the **Teller Administration** section on the **Credit Union Profile - Teller** tab determines the maximum adjustment allowed without a teller override if there is a difference. If the closing adjustment amount exceeds this amount, the transaction appears in the override section of the Teller Drawer Status Report when you complete the **Balancing and Close** tab.

If a closing adjustment is accepted on the **Vault Balancing** tab, the correction location will be the correction location associated with the teller performing the transaction.

If no description is entered for a general ledger over/short entry, Portico will use the default description – CASH CNTRL – BON XXXXXX.

Once the vault is balanced, verify the dispenser inventory on the **Cash Dispenser - Inventory** tab. We recommend resetting the inventory at least once a month and entering the correct denominations from the **Vault Balancing** tab.

Portico Host: ADV

## Cash Dispenser Troubleshooting

**Question:** My cash dispenser journal will display but will not print. Why not?

**Answer:** The journal is printed via screen print. Check your windows default printer to make sure it is working.

**Question:** After I load my cash dispenser and check my inventory, the inventory is not showing all the canisters. What happened?

**Answer:** This usually happens when using a Diebold machine. The Diebold machines require a large stack of bills in each canister. If the credit union does not want to put a large amount of money in a canister, suggest to them to 'back-fill' the canister with paper (an adding machine roll or something similar works great).

This can also occur if you do not have a canister seated properly. If the machine does not see it, neither will Cash Dispenser.

**Question:** When I try to complete a cash movement at the end of the day from the cash dispenser to the teller drawer, I receive an error message **Cash Shipment Information Exceeds Inventory**. What does this mean?

**Answer:** This error appears when you are trying to move more than Portico thinks you have in a particular denomination. You can check the inventory using the **Inquiry on Specific Location** tab to display the balances for a specific cash location. To complete an inquiry on a specific cash location, complete the following steps:

1. Under **Teller Management** on the **Portico Explorer Bar**, click **Tasks & Activities**. The **Open** tab appears on top.
2. Click the **Cash Control** tab. The **Movements** tab appears on top.
3. Click the **Inquiries** tab.
4. On the **Inquiries** tab, click the down arrow on the **Select a Cash Inquiry** drop-down box and select **Inquiry on Specific Location**.
5. In the **Location Information** group box, click the down arrow on the **Receiving Location** drop-down box and select the vault cash location.
6. Click the **Receiving Location ID** down arrow and select the cash location ID.
7. Click the green arrow.

You can review the bill count for each denomination. You may need to move money into the dispenser or reassign the bills using the **Movements - Physical Cash Count** tab if you have an extraordinary amount in the non-denominational field.

**Question:** I completed a cash movement but my dispenser journal still shows an amount from a previous day. How do I clear my dispenser journal?

**Answer:** The journal will only be reset if the cash movement was performed using the **Cash Move** button on the **Cash Dispenser - Balance** tab. If the cash movement is completed any other way, the dispenser journal will not be reset. To clear the totals on the dispenser journal, click **Clear** on the **Cash Dispenser - Balance** tab. You must enter the Cash Dispenser Administrator password. All the totals will be cleared but the

dispenser journal will not be reset. The dispenser journal will display the Clear Totals transaction and any transactions performed thereafter.

**Question:** I received this error message: *DeLaRue cash dispenser will dispense manually but not from a transaction*. What does it mean?

**Answer:** A second serial port was added manually to the PC. You must update the BIOS on the PC.

**Question:** I received this error message: *Diebold cash dispenser must be 'enabled' each log in*. What does it mean?

**Answer:** Diebold cash dispenser must be 'enabled' to Portico every time a specific user logs in from a specific workstation. A second serial port was added manually to the PC. Remove the added serial port and add a PCI serial port.

**Question:** I received this error message: *Connection with the cash machine is closed*. What does it mean?

**Answer:** Verify that the dispenser is turned on. If the dispenser is turned on, verify that the dispenser port and PC port are correct.

**Question:** I received this error message: *Dispense failed. 33h – The lifts are down*. What does it mean?

**Answer:** Put the dispenser back in Operate mode and the lifts will come up.

**Question:** The **Cash Disbursed** dialog box is unresponsive and the dispense failed. What does it mean?

**Answer:** Verify that the dispenser is turned on.

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