

## CASH BOX TROUBLESHOOTING:

### LIGHTS ON THE CASH BOX:

- **SOLID GREEN**– Good to go!
- **BLINKING GREEN** – Cash box is functioning but not connected to TEAM
  - Reboot TEAM
  - Make sure you only have 1 cash session open
  - Make sure no other user is logged into TEAM on the same computer
- **SOLID RED**– A bill is jammed in the cash box.
- **BLINKING RED** – Put in a ticket – cash box may need to be replaced

### CASH BOX NOT TAKING THE MONEY:

- Check to see if the Bill Acceptor is “**ONLINE**”
  - Make sure it is fully inserted
  - Is the correct Com Port chosen – Station Settings
- Make sure you only have 1 cash session open
- Multiple users on 1 computer – make sure only 1 session of TEAM is open
- The bills are too “New” – wrinkle them up and try again.
- The money is counterfeit
- Close out of the deposit screen and open back up to refresh screen

### THINGS TO BE AWARE OF:

- **BEFORE YOU DO ANY TRANSACTION IN TEAM – MAKE SURE YOU ARE ONLY RUNNING ONE SESSION OF TEAM!!**
- **INSERTING CASH BOX TOO SOON**
  - This can cause TEAM to freeze up – you will need to reboot TEAM and start the process again.
  - If the cash box is out when you reboot, it will ask for the cash box once TEAM is open
- **UNPOSTED DEPOSITS**
  - If the cash box takes the money but does not put it into the inmate’s account – **DO NOT MAKE A DUPLICATE DEPOSIT** – Check the “Unposted Deposits in the **Undo Correction Wizard**
  - If you make a duplicate deposit – **DO NOT FIX** – Submit a ticket and we will fix it

- Or...once you pull the cash box, the money will automatically go to the inmate's account
- Once you pull out the cash box a screen will pop up that says "Cashbox has been removed"
- Once you put the cash box back in a screen will pop up that says "A cashbox has been inserted. Would you like to change the cashbox?"
  - If NO then it will keep that cashbox the same number
  - If YES it will bring up a screen to let you choose what cashbox you are inserting. It won't let you choose a cashbox that hasn't been reconciled.

#### CASH BOX RECONCILIATION ISSUES:

- **CASH BOX SHORT** – Less cash in hand than the system thinks you should have
  - Caused by a duplicate deposit – Maybe the cashbox didn't register the deposit so the user opens the box, takes the money out and inserts the bill again – **DON'T DO THIS!**
  - Reconcile the box short and then submit a ticket.
    - A screen will pop up that says "This cash till is over/under. Are you sure you want to reconcile?"
      - Click YES and we will fix the issue.
- **CASH BOX LONG** – More money in hand than what the cash box has.
  - Caused by a malfunction during the deposit. There was a communication error from the software to the cashbox and the cashbox doesn't know what to do with the money.
  - Reconcile the box with the cash you actually have.
  - Extra money will automatically go to the Counties vendor
  - When you figure out who the money goes to, you can do a vendor credit from the County's vendor
- **NET TRANSACTION:**
  - The total money that the system knows who the money belongs to
- **EXPECTED CASHBOX/TILL BALNACE:**
  - The money that the bill acceptor thinks it should have
- IF THE ABOVE 2 DO NOT MATCH – **STOP!**
  - Submit a ticket or contact TurnKey

#### MISCELLANEOUS

- Clean the cash box at least every other month (monthly would be better)
  - Please submit a ticket if you need cleaning pads

- REPORTS
  - Cash Till Sub-ledger report
    - Total amount in an active cash till session
  - Cash Till Transaction Detail report
    - Details of all the deposits for a cash till session