

CAPS Operator Procedures

This document pertains to CAPS budget centres, who use Cmsip Remote to add funds to CAPS accounts.

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IDR Deposit to a Collective Purse

Budget centres must forward IDRs for CAPS to Service Desk Tier 2 in the Library. Only Service Desk Tier 2 may enter IDRs into CAPS.

Service Desk Tier 2 Only:

- 1 Log in to **CMSIP Admin** with your **CAPS Operator** name and password.
- 2 Click the **Accounts...** button.


- 3 Click on Account Type *Collective Acct.*
- 4 Click the *Clear Selection*  button to ensure all purses are displayed.
- 5 Locate the Collective Purse. Right-click it, and select *Properties*.
- 6 When the *Account Properties...* window appears, click the *Adjust* button.
- 7 Select *Credit*.
- 8 Enter the amount in *Adjust By*.
- 9 In *Reason* type *IDR*, followed by the IDR number. Eg: IDR12345
- 10 Click *OK*. Note that *Balance* has gone up.
- 11 Click *OK* to close *Account Properties....*
- 12 Credit FMIS account 1.00.650.66526.0000 on the IDR and forward it to Financial & Business Services Hobart for processing.

IDR Deposit to a User or Users

Budget centres must forward IDRs for CAPS to Service Desk Tier 2 in the Library. Only Service Desk Tier 2 may enter IDRs into CAPS.

Budget centres should include usernames on the IDR to make it clear exactly which cards should be credited.

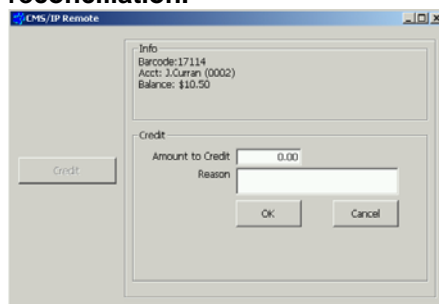
Service Desk Tier 2 Only:

- 1 Log in to CMSIP Admin with your CAPS Operator name and password.
- 2 Click the *Users...* button.
- 3 Click the *Selector*  button.
- 4 Search *Network Id* for the correct UTAS username, or *User Id* for the cmsip User ID number. You can not search for UTAS Student or Staff ID numbers.
Note: The search will only show matches for the currently selected *User Type*. You may need to click through all the *User Type* icons until you locate the user.
- 5 Right-click the user, and select *Properties*.
- 6 When the *User Properties...* window appears, click the *Accounts* tab.
- 7 Click on the User's personal purse, and click the *Modify* button.
- 8 **No, you do not wish to save the list.**
- 9 Note the purse balance, and click the *Adjust* button.
- 10 Select *Credit*.
- 11 Enter the amount in *Adjust By*.

- 12 In *Reason* type *IDR*, followed by the IDR number. Eg: IDR12345
- 13 Click *OK*. Note that *Balance* has gone up.
- 14 Click *OK* to close the purse.
- 15 Click *OK* to close User Properties....
- 13 Credit FMIS account 1.00.650.66526.0000 on the IDR and forward it to Financial & Business Services Hobart for processing.

Crediting an account

- 1 Log in to Cmsip Remote with your CAPS Operator name and password.
- 2 Click the Credit button.
- 3 User swipes their card with stripe facing the keypad. (On the photocopiers, they must have the stripe facing away!)
- 4 User enters their PIN. If user does not have a PIN they must now select one, and enter it twice.
- 5 Enter the amount and select the reason. The Reason is used to assist reconciliation.



Note: The default Reason is always the most recently used Reason.

- 6 Click *OK* to complete the transaction

Setting a User's PIN

When a user first transfers funds to their card at a remote station they will need to set a PIN. This number can be between 4 and 8 digits. Advise the user that they will need to remember the number as it will be required to use the photocopiers.

- 1 Click on *Credit*
- 2 User swipes their card
- 3 Cmsip Remote asks user to enter pin. User must enter pin between 4 and 8 digits.
- 4 Click on *OK*
- 5 Cmsip Remote asks user to confirm pin. User must confirm the pin
- 6 Click on *OK*

Resetting a User's PIN

If a user forgets their PIN, they need it to be reset for them.

- 1 Click the **Change Password** button.
- 2 User swipes their card.
- 3 Cmsip Remote asks **Do you want to clear the current PIN?**
If you answer **Yes**, the PIN is reset and the user will be prompted to choose a PIN the next time they use their card. This is not secure and is therefore not recommended.
If you answer **No**, the user will be prompted to choose a new PIN right then and there. (There is an option to cancel)

If the user's PIN is already reset, then the above procedure will not prompt them to choose a PIN. Instead, they should use a photocopier or deposit funds through Cmsip Remote. Both procedures will force the user to choose a PIN.


Checking User Details and Unlocking a User

The system will lock a user's account if it looks like someone else is trying to use it. The user must request for their account to be unlocked.

- 1 Click the **Check Details** button.
- 2 User swipes their card.
- 3 User Details window appears, as shown. Note that Balance are shown.
- 4 To unlock a locked card, click **Card Locked** to clear the check mark.
- 5 Click **Save Changes** to save the change, otherwise click **Cancel**.

Viewing User Transactions

To view a list of a user's recent billing activity in Cmsip Remote:

- 1 Click the  **View Transactions** button.
- 2 User swipes their card.
- 3 A list of the user's last 10 to 12 transactions are displayed. More detailed reports are available with the separate **Cmsip Reports**. Contact the Cmsip Administrator for details.

Refunds


Refunds are all handles by Service Desk Tier 2. This can be handled over the phone if a quick result is necessary.

Whenever a user's account is billed, the relevant budget centre receives the funds. For this reason, any refunds given to a user must be balanced by a debit to the relevant budget centre.

Contact the Service Desk with:

- The user's username, or full name.
- The amount to be refunded. (See Viewing User Transactions for assistance)
- The Budget Centre which runs the printer or copier which failed. This is the first three characters of the CAPS printer or copier name.

Service Desk Tier 2 will then:

- 1 **Log in to *CMS/IP Admin*.**
- 2 **Click the big *Users* button.**
- 3 Click the  (*Selector*) button. Use the options listed to search for the user. You can search by last name, surname, or username (*NetworkID*). When you click *OK*, a list of users matching the search will be listed. Note that a user might appear under either *Staff*, *Student*, or even *Non Mem*.
- 4 **Locate the user in the list, and double-click it to open it.**
- 5 **Adjust the User's account with a credit. (See [Adjusting Accounts](#) below)**
- 6 **Click the big *Accounts* button.**
- 7 **Locate the debit account for the Budget Centre in question within Collective Acct. Department Debits accounts follow this format:**

Username: debitXXX
First Name: Debit
Last Name: *Department Name*

Where XXX is the PUP Naming scheme 3-letter code, as specified in "PUP Print Queue Naming Scheme.doc".

If the Budget Centre does not have a debit account, look to see if they have a general -purpose Collective Acct. Such accounts are always named with the three-letter code at the start. Eg: *ITS-IT Resources*
- 8 **Adjust the Department account with a Debit matching the Credit given to the User's Account.**

If Service Desk Tier 2 can find no Collective or debit purse for a budget center, they should request one through the CAPS Administrator.

If Service Desk Tier 2 finds the collective purse is low on funds, an IDR should be sought from the budget centre.

Reprinting Print Jobs

Service Desk can use Pharos Remote to reprint any CAPS print job for up to an hour afterwards.

- 1 <Process yet to be documented>

Terminal Clearances (Coin Machine and Remote Cashier)

Budget centres will “bank” with the cashier at least weekly (depending on the value of funds held), and also on the last working day of the month. This is in accordance with the University’s Receipting Policy and Procedures:

http://www.utas.edu.au/docs/fin_services/policies/policy_8-2.html

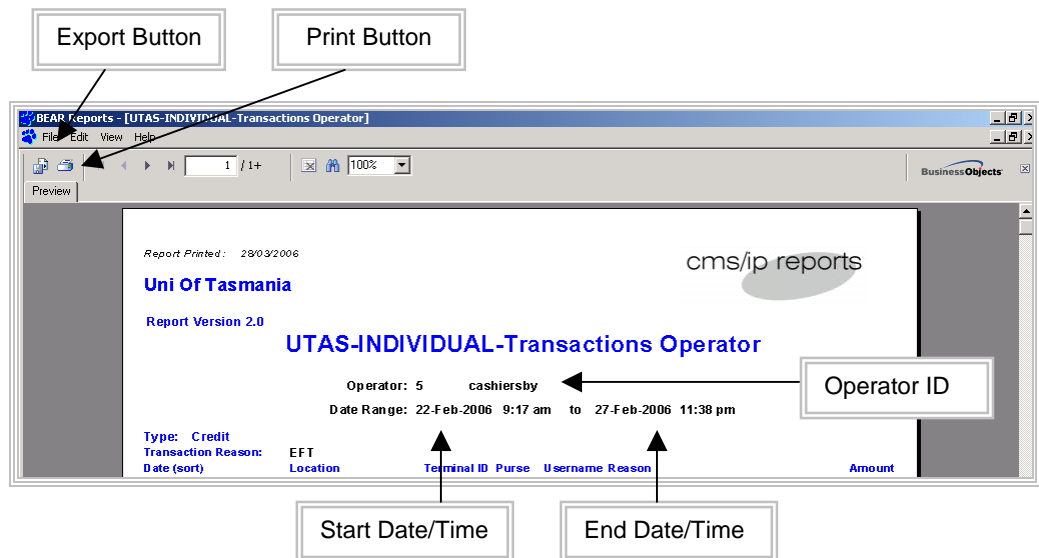
Coin Machine Clearance



- 1 Open the Coin Machine terminal and insert the “*Clear Bin*” card.
- 2 Remove the coins from the bin and place in Commonwealth Bank moneybag.
- 3 Replace bin and lock machine.
- 4 Log in to “*BEAR Reports*”.
- 5 Click on the “*Terminals*” page.
- 6 Select the “*Cashier Cash Totals*” report.
- 7 Enter the “*Start Date/Time*” as one hour prior to the date/time the Clear Bin card was inserted into the Coin Machine and one hour after for the “*End Date/Time*” (Example: If “*Clear Bin*” card inserted and coins cleared at 9:20am on 29 May 2006 the Start Date/Time should be Mon 29 May 2006 8:20:00 AM and the End Date/Time should be Mon 29 May 2006 10:20:00 AM).
- 8 Click on the “*Preview*” button to run the report.
- 9 Click on the “*Print button*” and select two copies. Place one copy in the Commonwealth Bank moneybag, the second copy is to be retained by the budget centre.
- 10 The University cashier will receipt the money after the bank has processed the deposit into the University’s bank account.

If any issues arise during the clearance of the coin machine please contact the Finance Officer CAPS on EXT. 3667.

Remote Cashier Terminal Clearance

- 1 Login to *BEAR Reports*.
- 2 Click on the *Custom* page.
- 3 Select the *UTAS-INDIVIDUAL-Transaction Operator* report. (This lists all debit and credit transactions for a specific period grouped by the reason code.)
- 4 Enter the *Start Date/Time*. This must be immediately after the end date/time of the previous clearance.
- 5 Enter the *End Date/Time*. This should match the date/time on the Z-reading for the cash register.
- 6 Select the appropriate *Operator* from the drop-down list.
- 7 Click on the *Preview* button to run the report.



- 8 Click on the  Print button and select two copies (**IMPORTANT NOTE: One copy must be retained by budget centre to ensure the correct start date/time is entered for the next clearance. The second copy is attached to the Interim Receipt Banking form.**)
- 9 Before the report is closed, export a copy:
 - a. Click on the  Export button.
 - b. Format: *Adobe Acrobat (PDF)*, Destination: *Disk File*, then click on the *OK* button.
 - c. Export Options: Page Range *All*, then click on the *OK* button.
 - d. Choose export file: *N:\Collaborative Area\CAPS\Remote Cashier Clearances* (and select the appropriate sub-folder for your operator)

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- ID). If you are unable to access this sub-folder contact the CAPS Administrator on EXT. 6349.
- e. Edit the file name by inserting the date the report is run at the end of the report name (*Example for a file saved on 29 May 2006: UTAS-INDIVIDUAL-Transactions_Operator 20060529.pdf*)
 - f. Then click on the **Save** button.
- 10 Download an *Interim Receipt Banking* form to be completed in Microsoft Excel (http://www.utas.edu.au/docs/fin_services/forms/int_receipt.xls).
- a. Complete the description field as: CAPS Remote dd/mm/yy – ‘Operator ID’ (*example: CAPS Remote 29/05/06 – cashiersby*).
 - b. The amount entered on the interim receipt banking form for CAPS transactions **MUST** equal the sum of the credits and debits for CASH/EFT listed on the *UTAS-INDIVIDUAL-Transactions Operator* report. If the amounts do not balance contact the Finance Officer CAPS on EXT. 3667
 - c. The *Charge Account* for CAPS is: 1.00.650.66526.0000
 - d. Click on **File** and then **Save As...** edit the file name by inserting the date (*Example: int_receipt_20060529*) in the following directory N:\Collaborative Area\CAPS\Remote Cashier Clearances and select the appropriate sub-folder for your operator ID.
 - e. Print a copy of the form.
- 11 Attach a copy of the CMS/IP Operator report to the Interim Receipt Banking form and deposit any money with the University Cashier.
- 12 Ensure that you give the cashier your remote location and that this appears on the cashiers receipt. Attach the cashiers receipt to your copy of the *UTAS INDIVIDUAL Transaction Operator* report.

Adjusting Accounts in Cmsip Admin

For Service Desk Tier 2 only.

To Credit or Debit an open User in CMS/IP Admin:

- 1 With the User open in Cmsip Admin, click the **Accounts** tab.
- 2 Click **Modify**.
- 3 If prompted to save the accounts list, select **No**.
- 4 Click **Adjust**.
- 5 Select either **Debit** or **Credit**, enter the amount, and the nature of the transaction. eg: “Refund: Bad toner”. When debiting, do not include a minus sign.


6 Click OK when done.


Creating Reports

To create CAPS reports, log into Bear Reports with your CAPS Operator name and password.

Reports are grouped under six categories, each with it's own tab. Use the Custom tab, where all the UTAS custom-designed reports will appear.

The reports have various parameters. Supply the necessary details starting at the top and working down. In the example shown, the lowest box offers lists only **BW Copiers** to choose from, because that is the selected **Terminal Type** above it.

The  button can be used to search for a name.

The  button finds a user by swiping their card.

Unfortunately, you must have the card and a card swipe device to use it.


When all details are supplied, click **Preview** to create the report.


Some reports – such as the example shown here – group results together to provide in a summary. This is particularly helpful when a report might otherwise be very long.

To get more details on any line of such a report, simply double-click the line.

A new tab will appear listing further detail.

You may go back to the summary by clicking on the **Preview** tab.

Click  if you want to export the Report as a new Excel or Word file.

Click  to print.

Terminal ID	Amount	Signed
0	\$1,568.00	-\$1,455.00
70000190	\$84.00	\$84.00
70000199	\$14.00	\$14.00
70000206	\$40.00	\$40.00
70000214	\$65.00	\$65.00
70000215	\$15.70	\$15.70
70000216	\$99.00	\$99.00
70000217	\$14.00	\$14.00
70000218	\$10.00	\$10.00
70000219	\$10.00	\$10.00
70000220	\$46.12	-\$46.12
70000241	\$24.36	-\$24.36
70000242	\$17.76	-\$17.76
70000244	\$6.48	-\$6.48
70000245	\$29.20	-\$29.20
70000246	\$18.84	-\$18.84
70000247	\$29.84	-\$29.84
70000248	\$10.00	-\$10.00
70000249	\$10.00	-\$10.00
70000250	\$10.00	-\$10.00
70000251	\$10.00	-\$10.00
70000252	\$10.00	-\$10.00
70000253	\$10.00	-\$10.00
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70000256	\$10.00	-\$10.00
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70000258	\$10.00	-\$10.00
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70000476	\$10.00	-\$10.00
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70000489	\$10.00	-\$10.00
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70000491	\$10.00	-\$10.00
70000492	\$10.00	-\$10.00
70000493	\$10.00	-\$10.00
70000494	\$10.00	-\$10.00
70000495	\$10.00	-\$10.00
70000496	\$10.00	-\$10.00
70000497	\$10.00	-\$10.00
70000498	\$10.00	-\$10.00
70000499	\$10.00	-\$10.00
70000500	\$10.00	-\$10.00
70000501	\$10.00	-\$10.00
70000502	\$10.00	-\$10.00
70000503	\$10.00	-\$10.00
70000504	\$10.00	-\$10.00
70000505	\$10.00	-\$10.00
70000506	\$10.00	-\$10.00
70000507	\$10.00	-\$10.00
70000508	\$10.00	-\$10.00
70000509	\$10.00	-\$10.00
70000510	\$10.00	-\$10.00
70000511	\$10.00	-\$10.00
70000512	\$10.00	-\$10.00
70000513	\$10.00	-\$10.00
70000514	\$10.00	-\$10.00
70000515	\$10.00	-\$10.00
70000516	\$10.00	-\$

Report Naming Scheme

All UTAS reports are named following a particular scheme. They all start with *UTAS*, signifying they are University-designed reports. The second part of the name is one of the following:

ADMIN	Of interest to CAPS Administrators only.
ALL	Report lists all Transactions in a given category.
INDIVIDUAL	Report concentrates on a given user, card or transaction.

The last part of a Report's name states what a report intends to present.

For example *UTAS-ALL-TRANSACTIONS OPERATORS* lists all transactions by all operators, while *UTAS-INDIVIDUAL-TRANSACTIONS OPERATOR* lists all the transactions for a specified operator.

Another example *UTAS-ALL-TRANSACTIONS CAPS PURSES* lists all transactions to standard copying and printing purses, while *UTAS-ALL-TRANSACTIONS MEAL PURSES* lists transactions to meal purses used in Student Accommodation.

When in doubt, read the grey text that appears at the bottom when the report is selected.

Meal Transaction Considerations

In 2006 CAPS will introduce support for meal purchases. Meals purchasing will be available only to users who are registered with Student Accommodation to have Meal purses linked to their cards alongside their usual CAPS purse.

For the purpose of Reporting, simply bear in mind that some transactions may be concern Meal units instead of CAPS funds. Such transactions are always conducted against *Resident Meal* or *Casual Meal* purses.

When performing financial reconciliations, you should use the *CAPS* version of a report rather than the *MEAL* version. Such reports omit the Meal transactions.

Updating Bear Reports

Occasionally, reports are improved and new reports added. For these to appear on your system, you must perform an update. It is advisable to update regularly, perhaps once a month.

It is best to perform the update while BEAR Reports is **not** running.

The update icon is on your **Start** menu under **Programs, BEARs**. The name of the icon is **Update ALL Custom Reports**.

Troubleshooting

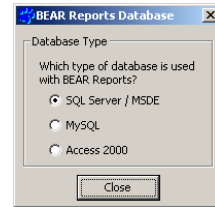
- **No Credit button in Remote**

CAPS Operator Procedures

Cmsip Remote will only enable the Credit button if you login with a valid Cmsip Cashier name and password. Note that when an invalid name and password are used, no error message appears..

- **Login Trouble**

Under certain circumstances – such when the last login was cancelled – Cmsip Admin and Cmsip Reports will display a **Database Type** window instead of the normal **Operator Login**. Click **Close**, and the **SQL Server DNS**



Properties will appear.

Leave the existing text alone, and type **cmsip.its.utas.edu.au** into the empty space.



Click **OK**, and the **Operator Login** will appear.

- **Swiping a card will not bring up the User in Remote**

Try a different card to confirm the fault is with the card.

The card may not be magnetically encoded, or it might be encoded with a number that is no longer valid. In either case, the User will need to get the card replaced with a new one at Student Services.

- **Imperfect Prints**

If a print job has printed badly (eg: due to a empty toner cartridge) the job can be reprinted by Service Desk using Pharos Remote for up to an hour later.

Alternatively, the budget center can print the job for the user using a budget centre purse or a non-CAPS printer. To have a CAPS account linked to a budget centre's collective purse, contact Service Desk Tier 2.

Lastly, a refund may be provided to the user. All refunds must be handled by Service Desk Tier 2.

- **Unable to Debit**

Budget Centres can not Debit CAPS accounts.

Service Desk Tier 2 must perform a balancing debit while performing a refund, and CAPS Administrators may perform a debit if conducting a transfer between purses. Otherwise, debits are not permitted.

- **Negative Balances**

CAPS accounts are not permitted to drop below zero.

However, all users may spend up to \$3.50 per CAPS terminal while the system is offline. When the system comes back online, all their spending is deducted from their account. This can result in a negative balance. In such instances, the user will be unable to use CAPS until they deposit enough to bring their account back to a positive value.

Assistance

The CAPS Service Manager (New rollouts, Customer Support, General queries) is Aaron Holmes X6349.

The CAPS Technical expert (Software installs, custom reports, Print Servers) is John Curran X3989.

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