DMS Documentation

CAPS Operator Procedures

This document pertains to CAPS budget centres that use CMSIP Remote to add funds to CAPS accounts and CMSIP Reports to generate system information. Pharos Remote is used to reprint failed jobs.

Contents

Crediting an Account

Any cash or EFTPOS transaction should be performed prior to crediting the client's CAPS account. The client should be issued with an appropriate receipt. Budget centres that issue cash receipts should issue only the WHITE original copy to the client, and retain all other copies.

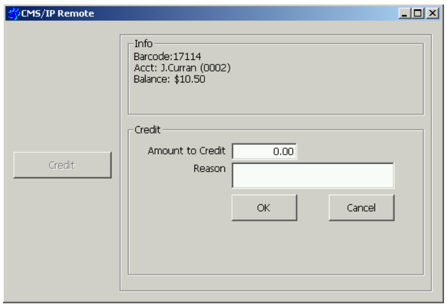
1 **Log in to CMSIP Remote with your CAPS Operator name and password.**

2 **Click the Credit button.**

3 **User swipes their card through the keypad.**

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 CAPS devices.

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

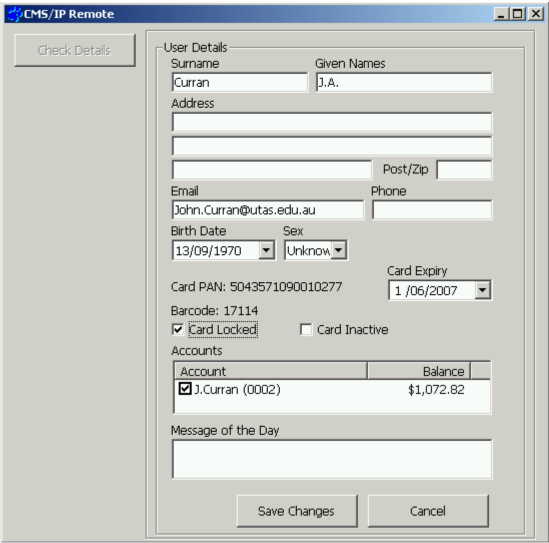
If a user forgets their PIN, they need it to be reset for them.

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, for instance if the user gets their PIN wrong too often on a copier terminal. The user must then request that their account 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 most recent transactions are displayed. More detailed reports are available with the separate *CMSIP Reports*. Contact the UCS Service Manager for details.**

Refund Requests

Refunds requests are handled by ITR Service Desk (phone and email) or the Library Client Services Desk.

Contact the IT Service Desk with:

- The user's username or full name.
- The amount to be refunded. (See Viewing User Transactions for assistance)
- The CAPS queue name of the printer/copier which caused the refund request (ie: LIB-LIB-NL2-Q).
- Information on why a refund is required (ie: printer jammed, out of toner etc).

The person who will issue the refund should make a judgement based on the information provided as to whether a full/partial refund is warranted.

Refund Issuance

(Whenever a user's account is billed, the budget centre that owns the device receives disbursed funds for consumables. For this reason, any refunds given to a user must be balanced by a debit to the relevant budget centre.)

Upon approving a request for a refund, a staff member with access to CMSIP Admin will:

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), using the code RFD at the start of *Reason*.**

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: debit*XXX*
First Name: Debit
Last Name: *Department Name*

Where XXX is the PUP Naming scheme 3-letter code, as specified in the

KB article *Print Queue Naming Scheme* at *https://kb.utas.edu.au/display/FAITR/Print+Queue+Naming+Scheme* 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. The reason should be "ADM, RFD *username*, *admin's initials".***

If no collective or debit purse can be found for a budget centre, the office manager for the budget centre should be contacted to organise an account.

If the collective purse is low on funds, a top-up should be sought from the budget centre.

Refunding an Accidental Card Purchase

Users sometimes accidentally purchase casual cards from Coin Machines if they insert coins before inserting their card. Such purchases may be refunded via Library Client Services staff.

1. **Take card from client, check to see if it has been used by checking its balance and activity. If balance not greater than $0.96 or activity on photocopier shows "-" then reject/return card and do not credit account. If balance on card at least $0.96 and no activity is recorded then proceed to step 2*.**
2. **Credit client's account with $1.04 + the total balance of the casual user card using the "pwb" reason.**
3. **Take card and place in a secure place.**
4. **Log a Service Desk job to CAPS queue, with the card number (ie: 99900001) and specify it as an accidental purchase.**
5. **The UCS Service Manager will clear all funds from the card, reset the PIN to nothing, and close the service desk job.**
6. **Once the job is closed, the card can be resold via card machines.**

* Bear in mind that some casual cards will be issued with a zero balance. A judgement call will need to be made on the claim.

Refunding a Zero-Balance Card Purchase

Sometimes, casual cards purchased from Coin Machines are not dispensed with the $0.96 of credit. Such zero-balance cards may be corrected the Library Client Services desk of by logging a job to the Service Desk, who use the Reason code ZBC.

1 **Check card on REMOTE. Click "View Transactions" and swipe card to see a statement of activity. If activity is present, reject the zero balance card claim and return the card to the client. If there is no transaction activity, then do proceed to step 2.**

2 **Using the Reason “zbc”, credit the card with the amount claimed by the client, minus $1.04 for the cost of the card. Most often this will be 96 cents. “zbc" stands for zero balance card.**

3 **Return card to client.**

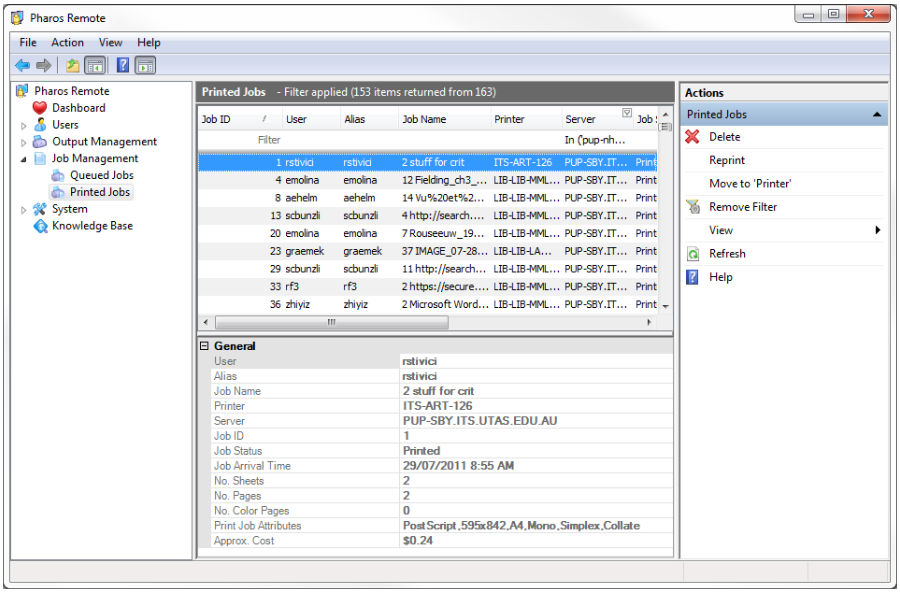
Reprinting Print Jobs

Anyone with a Pharos Proctor account can use Pharos Remote to reprint any CAPS print job, for up to an hour after the print job was first submitted.

Reprint requests should be handled by the Service Desk.

1 **Log into Pharos Remote with your Pharos Operator name & password (Usually the name starts with *Proctor*).**

2 **Pharos Remote looks like this:**



Note that we have *Job Management>Printed Jobs* open. Jobs appear first under *Queued Jobs*, and move to *Printed Jobs* when identity is confirmed and purse debited. You may sort the jobs by any column, simply by clicking on the column name.

3 **Locate and select the job you wish to reprint, then click *Reprint*.**

4 **If the printer is offline, you can print the job to a different printer by clicking *Move to ‘Printer’*. You will then be given a list of printers to choose from.**
If the printer is likely to remain offline for a long time, consider logging a job to Service Desk where the CAPS Service Manager can disable the

queue. Make sure you update the job at a later date when the printer is restored to working order.

Closing an Account

A user who is leaving the university and has funds in their CAPS purse may close their CAPS account. Such account closures are handled by CAPS Administrators, who use the Reason code RAC.

1. **Check the user's balance and that the ID card matches the user.**
2. **Contact the Administrator, providing the username of the user.**
3. **The Administrator will then "zero-balance" the card using code "RAC" and lock the user's account.**
4. **Print a transaction statement from REMOTE showing the zero balance.**
5. **Complete a petty cash voucher, authorise it for reimbursement and have student take it and the transaction statement to local cashier.**

For budget centres without access to the University Cashier, please contact the CAPS Administrator for assistance in issuing account refunds.

Remote Cashier Banking Regularity

Budget centres will "bank" with the University Cashier at least weekly (depending on the value of funds held), and <u>also</u> 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

Special arrangements will be made on a case-by-case basis, using a supplied bank deposit book. Deposit slip stubs should be retained in the booklet.

Coin Machine Clearance Regularity

Coin machine clearance is performed either on a regular schedule or on an as-needs basis depending on campus. If a coin machine is full prior to being cleared, log a job with Service Desk noting the issue and the location of the machine.

Current arrangements are that the following parties perform coin collections:

- **Hobart: Armaguard**
- **Launceston: Launceston Campus Security**
- **Cradle Coast: CCC Admin staff**

Coin Machine Clearance

1. **Insert the *Clear Bin* card, then insert again. (Sometimes it doesn't work first time!)**
2. **Open coin bin and move the coins from the bin to the moneybag.**

3 Replace bin and lock machine.

4 Request a report for the coin machine from a Library Support Officer, who will:

5 Log in to *BEAR Reports*.

6 Click on the *Terminals* page.

7 Select the *Cashier Cash Totals* report.

8 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 2011 the Start Date/Time should be Mon 29 May 2011 8:20:00 AM and the End Date/Time should be Mon 29 May 2011 10:20:00 AM*).

9 Click on the *Preview* button to run the report.

10 Click on the *Print button*. Place the report in the moneybag.

11 Money and report is ready to bank.

If any issues arise during the clearance of the coin machine please contact the UTas Card System Service Manager.

Remote Cashier Terminal Clearance (using University Cashier)

This procedure should be used by CAPS Cashiers who have access to the University Cashier, and do their banking via the Cashier.

1 Login to *BEAR Reports*.

2 Click on the *Custom* tab.

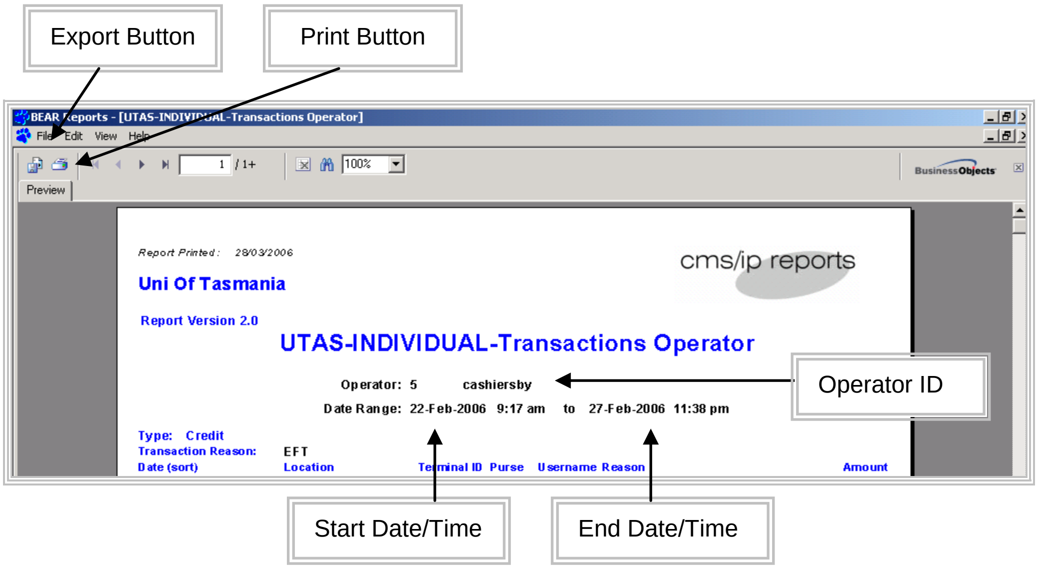
3 Select the *UTAS-INDIVIDUAL-Transaction Operator* report. (This lists all debit and credit transactions for a specific period grouped by the reason code.)

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.

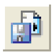
6 Select the appropriate *Operator* from the drop-down list.

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: *\\corpdata.its.utas.edu.au\Groups\Collaborative Area\CAPS\Remote Cashier Clearances* (and select the appropriate sub-folder for your operator 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 <u>MUST</u> 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 *\\corpdata.its.utas.edu.au\Groups\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.**

Remote Cashier Terminal Clearance (using Bank)

This procedure is for use by CAPS Cashiers who **do not** have access to the University Cashier, and do their banking via a bank. Budget centres should use a bank deposit book as a record of all monies deposited.

Receipts from the bank deposit book, and also from booklets used to issue receipts to clients for cash deposits, should be retained for use during this clearance procedure.

1 **Login to *BEAR Reports*.**

2 **Click on the *Custom* tab.**

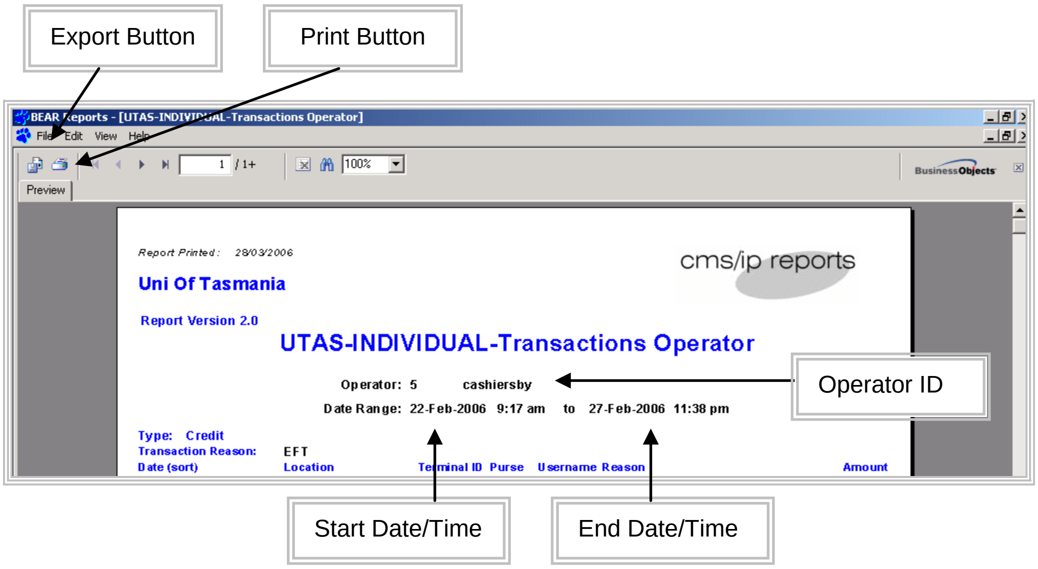
3 **Select the *UTAS-INDIVIDUAL-Transaction Operator* report. (This lists all debit and credit transactions for a specific period grouped by the reason code.)**

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 last bank receipt issued since the last clearance.**

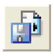
6 **Select the appropriate *Operator* from the drop-down list.**

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: *\\corpdata.its.utas.edu.au\Groups\Collaborative Area\CAPS\Remote Cashier Clearances* (and select the appropriate sub-folder for your operator 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. **From the receipt booklet used to issue receipts to clients, detach all YELLOW receipt copies issued up until the date/time on the bank receipt, and calculate the total amounts from YELLOW receipts. If**

any receipts were issued after the current clearance date, ignore them, as they will fall into the next clearance period.

c. **Enter the total amount taken on the Interim Receipt form. NOTE: 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. The amount MUST also equal the total of all YELLOW receipts issued during the current clearance period. If the amounts do not balance contact the Finance Officer CAPS on EXT. 3667**

d. **The *Charge Account* for CAPS is: *1.00.650.66526.0000***

e. **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.**

f. **Print 2 copies of the form (the budget centre should retain a copy of this form with the CMS/IP Operator Report).**

11 **Attach a copy of the CMS/IP Operator report and all YELLOW receipt copies to the Interim Receipt Banking form.**

12 **The CMS/IP Operator Report, YELLOW receipts, and copy of the Interim Receipt Banking form should then be the mailed to:**

CAPS Interim Receipts

Financial & Business Services

Locked Bag 1353

Launceston, TAS 7250

Collective Purses (“Group Accounts”)

Collective purses can have many users linked to them. For example, all a department’s support staff could be linked to a single shared departmental support purse. Collective accounts can be set up by special request to the Service Manager UCS. The budget centre that owns the collective account is responsible for keeping the account in credit via UTRANS. A Service Desk job should be raised to add or remove user access to the account, or create a new account.

UTRANS Deposits to CAPS Purses

Budget centres can make payment to University staff, student or CAPS group accounts by initiating a UTRANS using the following process:

1 **Log into TechOne**

2 **Select the Transaction Processing tab**

3 **Under UTas Internal Purchase Menu, click on CAPS Transfer**

4 **Enter your Project and Natural Account you wish to charge, the amount you are paying onto the CAPS card, and student/staff ID or CAPS acct into the relevant fields**

5 **Then click Submit**

CAPS UTRANS requests can be either:

Faxed: +61 3 6324 3055
Emailed: CAPS.UTRANS@utas.edu.au

Or mailed to:

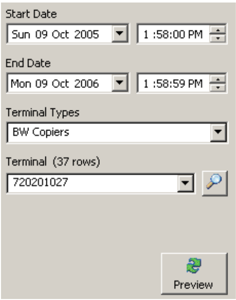
CAPS UTRANS
Financial & Business Services
Locked Bag 1353
LAUNCESTON
Once the request is received a UTRANS will be sent to the budget centre for approval.

Note: CAPS UTRANS requests can only be processed on business days and a 24 hour delay should be expected.

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.

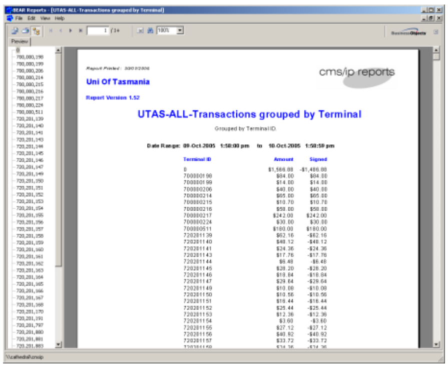


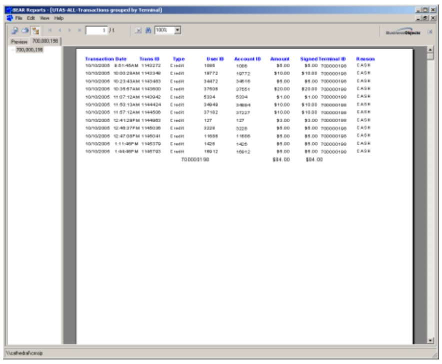
The reports have various parameters. Supply the necessary details starting at the top and working down. In the example shown, the lowest box offers lists only **BW Copiers** to choose from, because that is the selected **Terminal Type** above it.

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 above – 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 at the top of the report.

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

Click  to print.

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.

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

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.

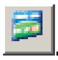
Another example *UTAS-ALL-TRANSACTIONS CAPS PURSES* lists all transactions to standard copying and printing purses, while UTAS-ALL-*TRANSACTIONS MEAL PURSES* lists transactions to meal purses used in Student Accommodation.

Generating CAPS Tax Invoices for Users

Occasionally users ask for a Tax Invoice for a financial year for their CAPS account. To generate the report for the user, login to BEAR Reports with your CAPS Operator name and password. Then:

If you have the user's card:

1. **Under the "Custom" tab click on "UTAS-INDIVIDUAL-Tax Invoice User".**
2. **On the right hand side of Reports you'll see "User Type" and "Users".**
3. **Click on "User Type" drop down box and select "Student" (assuming the person is a student).**

4. Click on the green and blue “card swipe” icon .
5. A "Swipe card" box will pop up. Swipe the user’s card in the ID card scanner.
6. Click "Preview".
7. A new screen will popup. Select the start date for the financial year you require from the drop down box.
8. Click OK and you will then the report will be created. To print the report select the print icon in the top left.

If you don’t have the user’s card:

1. Under the "custom" tab click on "UTAS-INDIVIDUAL-Tax Invoice User".
2. On the right hand side of Reports you'll see "User Type" and "Users".
3. Click on "User Type" drop down box and select "Student" (assuming the person is a student).
4. Click on the magnifying glass icon .
5. "Find Records" will pop up. Type the surname into the box and click the arrow icon.
6. You will notice that the "Users" drop down box will change. Click on it and it will show a list of people matching the surname you entered. Select the person you want from the list.
7. Click "Preview".
8. A new screen will pop up. Select the start date for the financial year you require from the drop down box.
9. Click OK and you will then the report will be created. To print the report select the print icon in the top left.

Meal Transaction Considerations

In 2006 support for meal purchases for Accommodation Services residents was introduced. The meal purses are linked to the user ID 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.

The use of Meal Manager was discontinued in 2009.

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.

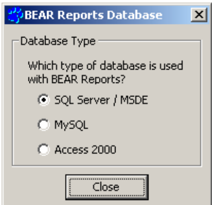
The update icon is on your **Start** menu under **Programs**, **BEARs**. The name of the icon is **Update ALL Custom Reports**.

Troubleshooting - General

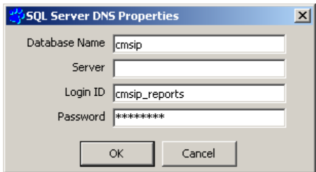
- **No Credit button in Remote**

  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 – the software starts in Kiosk mode.

- **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 low toner cartridge) the job can be reprinted by Service Desk using Pharos Remote for up to an hour later.

  Alternatively, the budget centre can print the job for the user using a budget centre purse or a non-CAPS printer.

  Lastly, a refund may be provided to the user. All refunds must be handled by IT Service Desk or the Library Client Services Desk.

- **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.

Troubleshooting - CAPS Coin Machines

- **CAPS coin machine is not accepting coins**

  Coins are not dropping into the coin box, or coins are being returned through the coin return slot.

  Something may have become jammed in the coin mechanism. This can happen when coins are fed into the machine too quickly and become wedged in the coin-sorting unit. Often simply opening the top part of the coin machine will be enough to shake loose the coins (be prepared for coins to fall out and roll away under tables etc.). Further work should only be performed by the Service Manager UCS.

- **CAPS coin machine is not reading cards**

  This error may be caused by the card reader/encoder becoming dirty. Cleaning cards are available that will remove grime from the encoding head. Further work should only be performed by the Service Manager UCS.

- **CAPS coin machine is not putting the correct card sale bonus ($0.96) onto new Casual Cards**

  There are two known causes of this problem. The first is that the card reader/encoder has become dirty. The second cause is that the cards were not originally loaded correctly into the card hopper. The cards should be loaded barcode side down, so that the barcode is on the right hand side of the card.

- **Coin machine displays "local link down"**

  There is a networking error. Please contact Service Desk.

- **"Out of Cards to purchase" error**

  The coin machine has run out of casual cards. Some coin machines are not used to dispense casual cards, and hence will permanently display this message (it cannot be disabled).

Assistance

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