# CashView
# User Manual

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# CashView User Manual

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# 1. Overview

## 1.1 INTRODUCTION

This guide describes how to use the PC-based CashView software.

Pre-requisites to using this guide:
- CashView software has been installed, following the instructions in the CashView Installation Manual.

- One or more CCi units are powered and connected to the CashView Server PC by an Ethernet network.

## 1.2 SPECIFICATION

CashView is a client/server application that enables the day-to-day management, reporting and analysis of an estate of networked CCi devices.

The software specification is liable to change in future. Ensure you have the correct version of this documentation and that it applies to the corresponding software version see below.

## 1.3 APPLIES TO

- CashView Client / Server R1.6

## 2. Getting Started

### 2.1 Login

Launch the CashView client application via the shortcut on the Desktop or via its corresponding Start Menu entry.

Once the client has connected to the CashView server, the following login screen is displayed:



**Figure 2-1 Login screen**

Enter or select your appropriate user to login as. If a password is required, fill in the accompanying password field. For some of the tasks described in this guide, a user with the Supervisor access level is required. More details about user setup can be found in document 48-101971 CashView Administrator User Manual.

Click **Login** to proceed. If login is successful, the Main screen will be displayed. If you are unable to login, make a note of the error message displayed and refer to the troubleshooting section of document 48-101971 CashView Administrator User Manual.

### 2.2 Auto Login

To take advantage of the auto-login feature, you must be able to login with a CashView user account that matches your Windows user account. When a suitable user account Id is selected the **Auto login next time** check box is enabled. Tick this box to enable future logins to proceed directly to the Main screen.

## 2.3 Main Screen

Once logged in, the following main screen is displayed:
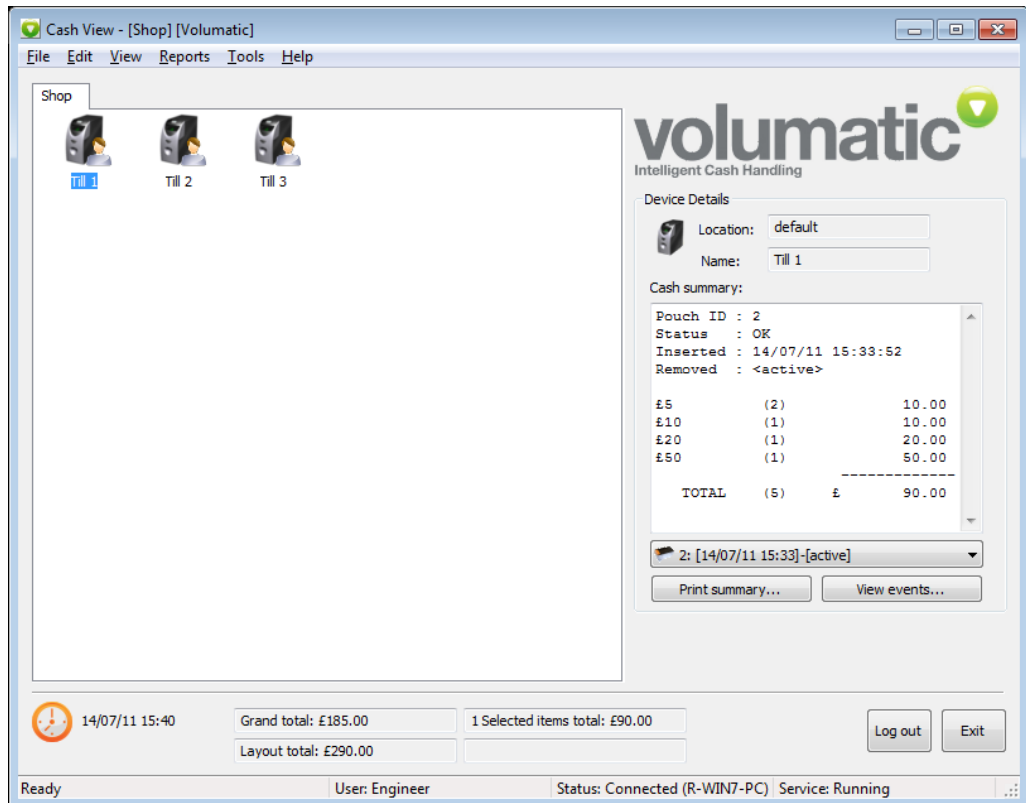


**Figure 2-2 Main screen**

The Main screen can be divided into the following sections which are described below:

- Plan view
- Pouch / Cash summary display
- Cash totals summary
- Status bar

**Plan view:** Provides a top-down 'bird's eye' view of a group of CCi devices across multiple pages (pages are represented by tabs across the top of the plan view). Device icons are updated periodically to reflect device status. Device icons can be re-arranged by drag and drop or cut and pasted between plan pages.

**Pouch / Cash summary display:** Displays the current cash total, subdivided into currencies and denominations, for the currently selected device(s). Past pouches for a single selected device can also be viewed.
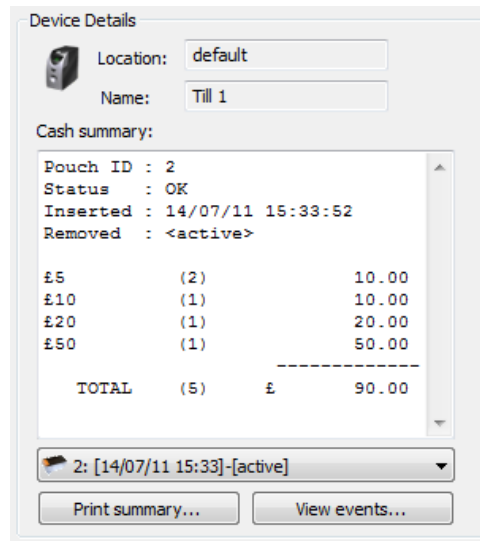


**Figure 2-3 Pouch cash summary**

**Cash totals summary:** Displays plan grand total, current layout page total and current selected device(s) total by currency for the last trading period or current trading period depending on trading period definition. For more information on setting up locations and trading periods refer to the Location Administrative Tasks section of document 48-101971 CashView Administrator User Manual.



**Figure 2-4 Cash totals summary**

**Status bar:** Displays client status information including current logged on user, DB connection status and gatherer service status. For more information refer to the Server Administrative Tasks section of document 48-101971 CashView Administrator User Manual.
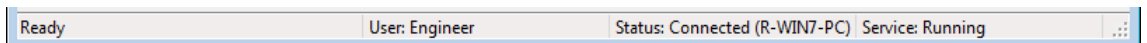


**Figure 2-5 Status bar**

# 3. Events Tasks

## 3.1 Viewing events

To view the event log of an individual CCi, either double-click on the CCi icon in the Plan view or click to select the CCi icon and click **View events...**

The events view window is displayed as shown below:
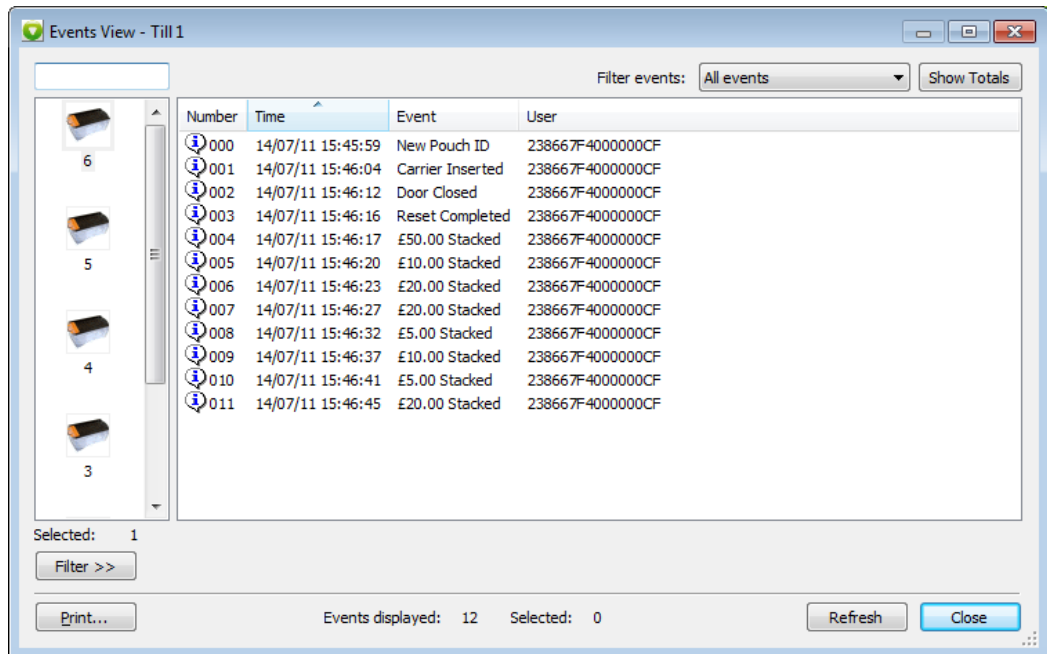


**Figure 3-1 Events view**

To view an individual pouch or event record in more detail, either double-click on the pouch / event item or right-click on the item and choose **Details...**



**Figure 3-2 Pouch details**

**Figure 3-3 Individual event details**

To view events from multiple pouches simultaneously, hold down **Ctrl** or **Shift** whilst selecting pouches from the pouch list. Sort the events as required by clicking on the column headers at the top of the displayed events list. Columns can be sorted in ascending or descending order.

## 3.2 Filtering events

Displayed events can be filtered in several ways.

### 3.2.1 Event type

To filter on event type, select one of the event groupings from the **Filter events** dropdown box. The following options are available:

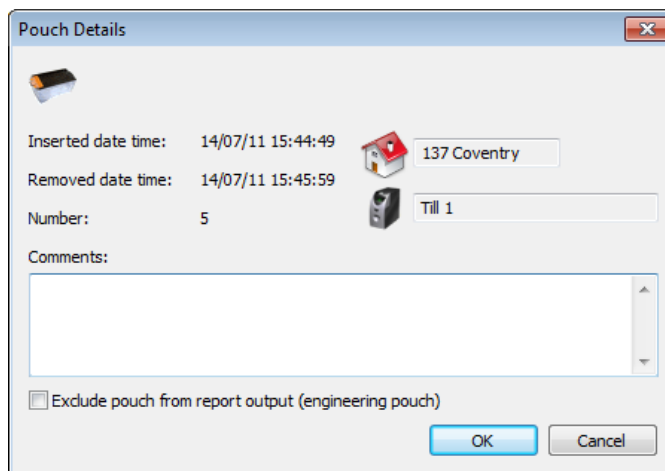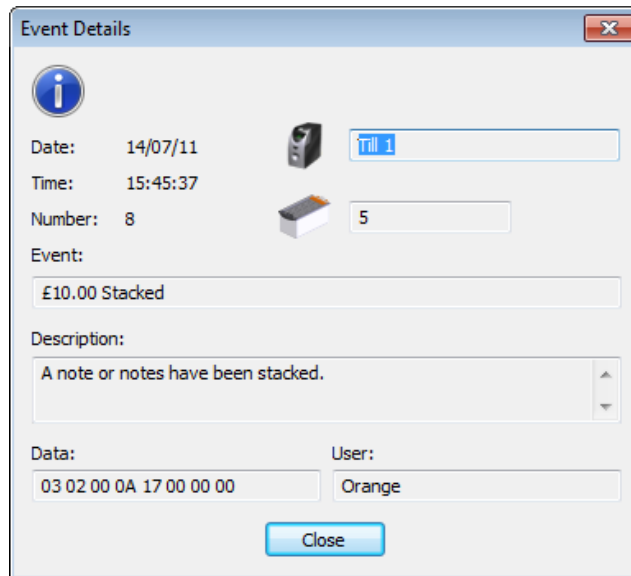- Normal events: Only events considered to be part of normal operation are displayed, e.g. cash stacked, door open, carrier inserted, etc.

- Suspicious events: Only events indicating possible suspect activity or an error condition are displayed. Events indicating CCi power loss, Head removal and pouches marked as suspect are displayed.

- All events: All CCi events are displayed.

### 3.2.2 Pouch / Event time

Click on the **Filter >>** button to expand the time range filtering interface. Choose to filter on either: pouches inserted or removed within a specified time range; or events occurring within a specified time range. Click **Apply filter** to update the pouch and events lists using the filter criteria. Click **Clear filter** to revert to displaying all pouches / events.
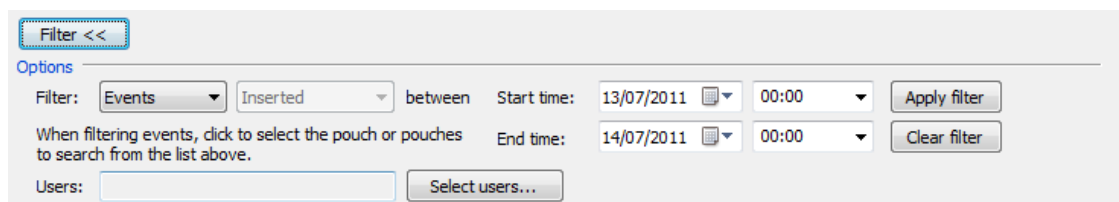


**Figure 3-4 Events view filter**

Additionally, if Operator Accountability support is enabled, you may filter events based on the user associated with the event. Click **Select users...** and tick each user you want to display events for. Finally click **Apply filter** to use the new filter criteria.

## 3.3 Events subtotals

Click Show Totals to toggle the display of a subtotal box which displays the current cash total of all selected events in the events list. **Note:** To select multiple events, hold down **Ctrl** or **Shift** whilst clicking to select an item.

Additionally, if Operator Accountability support is enabled, a secondary subtotal box is displayed containing the cash total associated with each i-Button user.

## 3.4 Printing events / pouches

To print the currently selected events, pouches or the events subtotal click **Print** and choose the desired printing option.

## 4. Pouch Tasks

### 4.1 Viewing / Printing pouch summary

On the Main screen, to view current and previous pouch summary data, select the pouch of interest from the dropdown list in the Cash totals summary area.

To print the summary click **Print summary...**
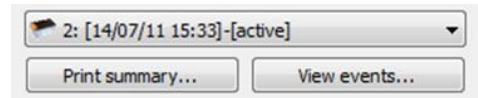
### 4.2 Handling suspect pouches

The CCi will mark a pouch as suspect when an external event means it can no longer guarantee the cash total in a pouch. A pouch is marked as suspect under the following conditions:

- Cash is present in the pouch, and

- The CCi has recently lost power or has been soft-reset, or

- The CCi Head has been removed, typically to perform maintenance or clear a note jam.

CashView's handling of a suspect pouch depends upon how the CCi is configured to handle a suspect pouch.

### 4.2.1 Continue suspect pouch

When the CCi is configured to continue operation even after a pouch is marked suspect: CashView will show the pouch's suspect status on the Main screen, on the Events View screen and on the banking report where the pouch information is used. The CCi icon in the plan view will also be updated for the current suspect pouch. However, no user intervention is required.

### 4.2.2 Inhibit suspect pouch

When the CCi is configured to go into an inhibited (disabled) state as a result of a suspect pouch: CashView will pop up an Alert window reflecting the suspect status of the current pouch. As the user, you have the following choice of actions, either:

- Physically change the pouch to clear the suspect pouch condition. Handle the removed suspect pouch as required according to your cash process.

- *If you have already removed the suspect pouch:* In CashView, either double-click on the alert entry or right-click on the CCi icon and choose **Suspect Pouch...** From the suspect pouch screen select **A new pouch has been fitted** and click **OK**.

**Figure 4-1 Suspect Pouch screen**

- *If the pouch is still in the CCi:* In CashView, either double-click on the alert entry or right-click on the CCi icon and choose **Suspect Pouch…** From the suspect pouch screen select **The same pouch has been left in** and click **OK**.

Once the action has been completed, the suspect pouch event will disappear from the Alerts window. You can continue to use the CCi as normal. The suspect pouch will remain marked as suspect in the CCi memory and the CashView DB.

## 5. Plan Tasks

### 5.1 Loading a plan

**On the menu:** File > Plan Manager...

In the Plan Manager window, browse to the required plan and either double-click to open it or select the plan file and click **Open**.
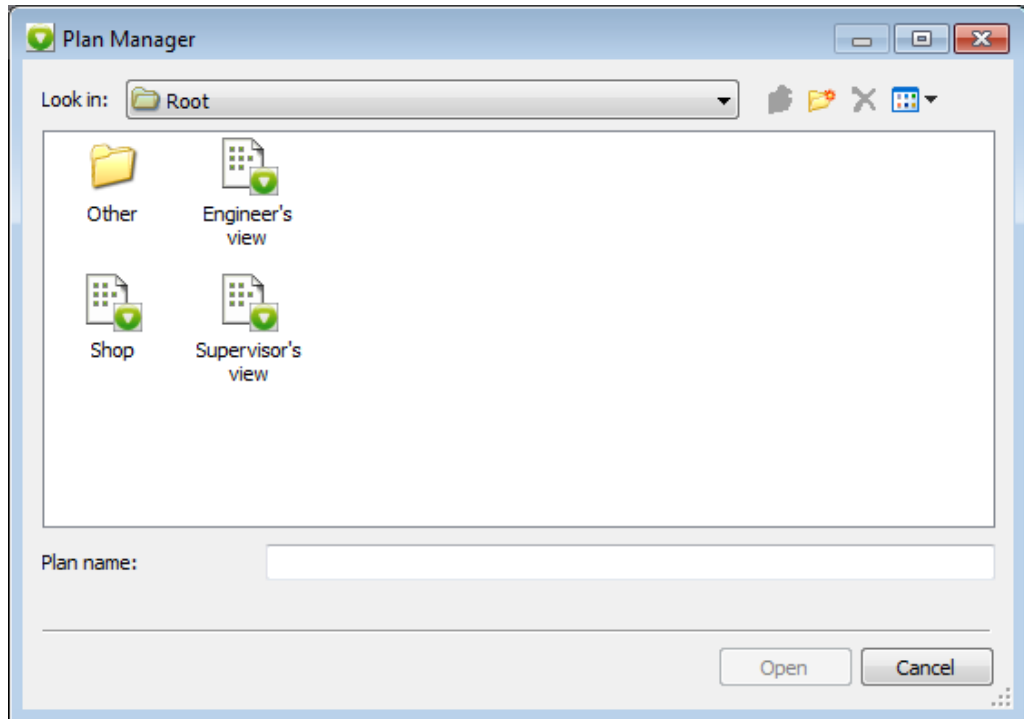


**Figure 5-1 Plan manager**

### 5.2 Print Plan Layout

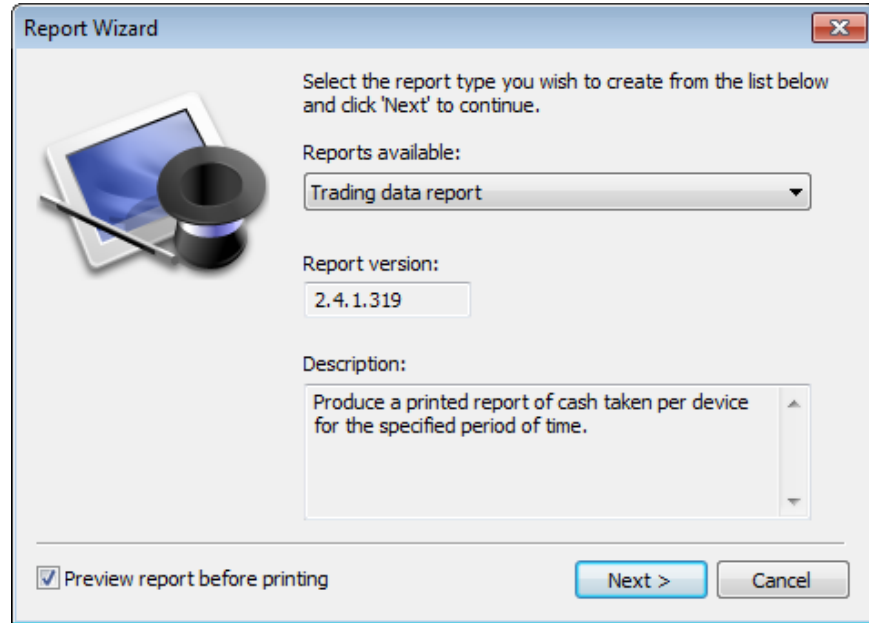**On the menu:** File > Print Preview Current Layout... / Print Current Layout...

This will print / print preview the currently displayed layout including details of the CCi devices on the current layout.

# 6. Report Tasks

## 6.1 Report Wizard

**On the Menu:** Reports > Report Wizard...

The start of the report wizard is displayed as shown:



**Figure 6-1 Report wizard start screen**

The report wizard is designed such that future report modules can be plugged in and accessed through the wizard interface. Select the type of report required and click **Next >**. Optionally untick **Preview report before printing** to send the report directly to the printer selected at the end of the report wizard.

Select the range of CCi devices to be included in the report. CCi's can be selected by location, by current plan page or individually as required. Click **Next >**. Refer to the following sections to complete the report wizard and generate the desired report.
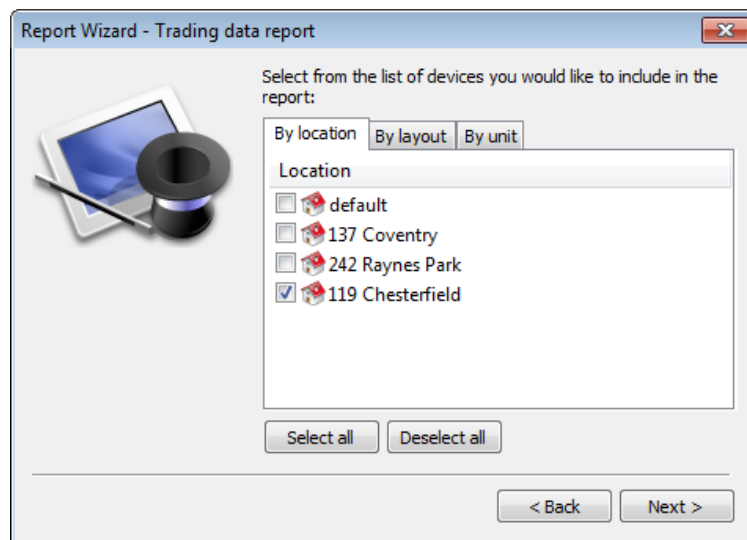


**Figure 6-2 Report wizard select devices**

## 6.2   Banking Report

This report is used to generate a list of past pouches removed from the CCi device(s) ready for transfer to a back office safe or to the bank. The report contains identification of the CCi units from which each pouch originates and a grand total summary.
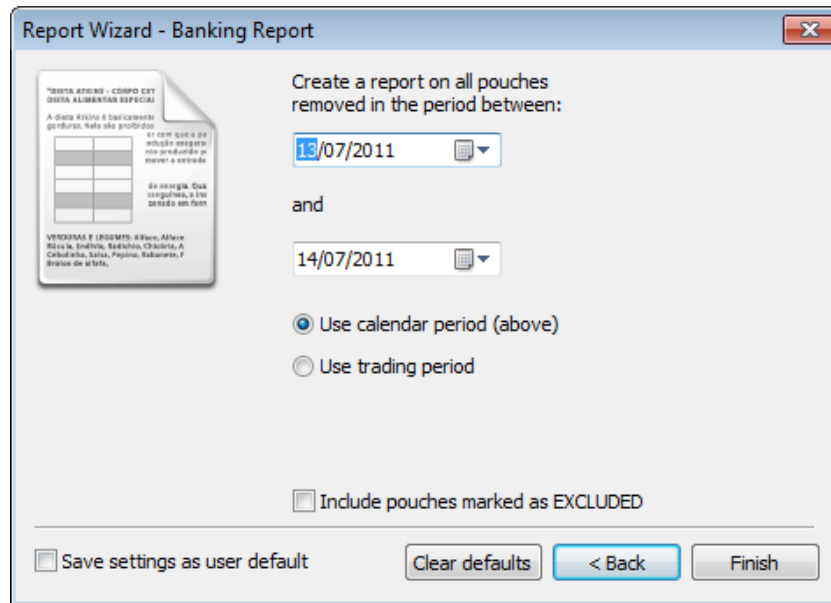


**Figure 6-3 Banking report final screen**

### 6.2.1        Report time range

The time range of the report can be configured to use a start and end calendar date or the trading period configured for the location to which the selected device(s) belong.

### 6.2.2        Save report defaults

Optionally tick **Save settings as user default** to re-use the selected settings by default the next time the user needs to generate a banking report. If this option is selected, the date range selection is stored as an offset from the current system time.

### 6.2.3        Generate report

To generate and preview the report, click **Finish**. If print preview was disabled in a previous step, you will be prompted to select a printer to print the report from.

## 6.3   Trading Report

This report is used to calculate cash totals, deposited at each CCi, across a user definable date and time range.
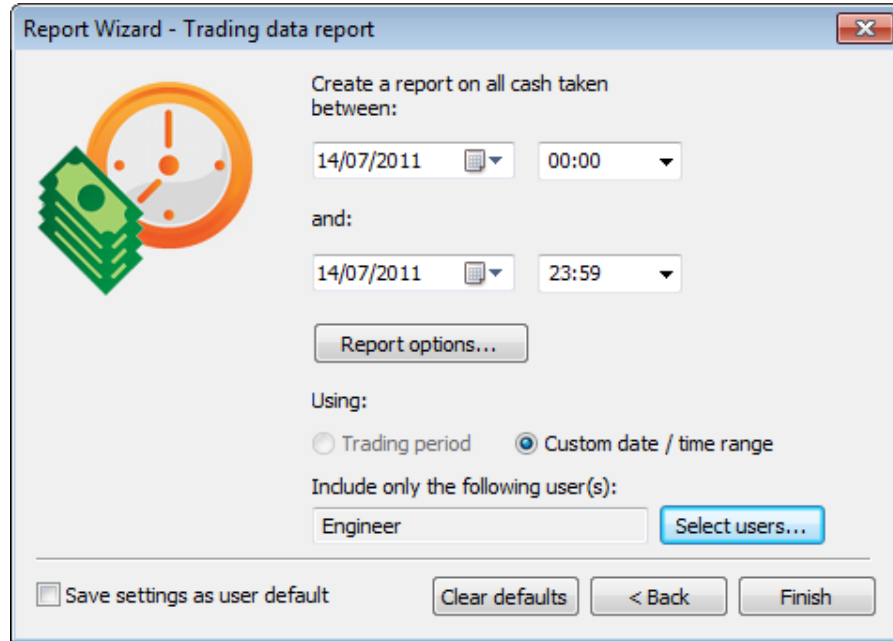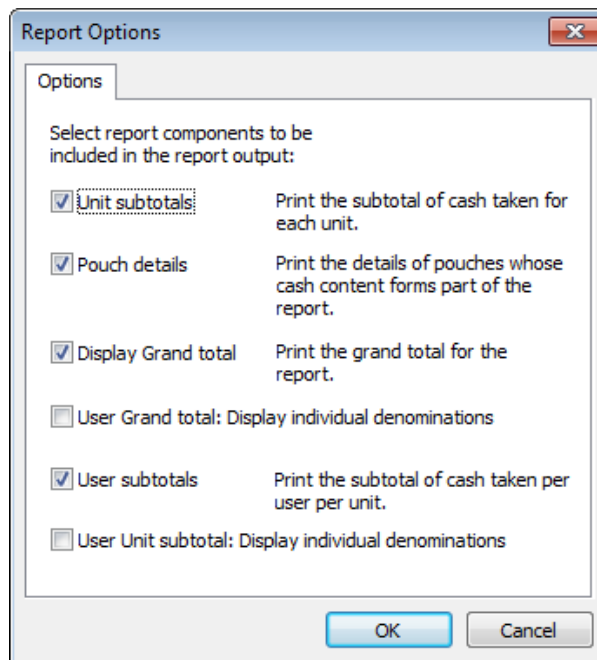


**Figure 6-4 Trading report final screen**

### 6.3.1      Report time range
Select the date / time range in which cash totals should be calculated. The date / time range selected will be used inclusively.

### 6.3.2      Customising the report
To customise the report output click **Report options...**



**Figure 6-5 Trading report output options**

### 6.3.3    Report customisation example 1
*Operator accountability is being used for multiple operators sharing a CCi or CCi's.*
To generate a trading report that focuses on the cash takings per user, do the following:

- Select the user(s) to calculate totals for in the report.

- On the Report options screen, ensure that the **Display Grand total**, **User grand total**, **User subtotals** and **User Unit subtotal** options are ticked. The other options can be left unticked.

- Click **Finish** to generate the report.

### 6.3.4    Report customisation example 2
*Operator accountability is being used to share a CCi device between two tills.*
To generate a trading report that focuses on the cash takings per till, do the following:

- Select the user(s), representative of till points in this example, to calculate totals for in the report.

- On the Report options screen, ensure that the **Display Grand total** and **User Grand total** options are ticked. The option options can be left unticked.

- Click **Finish** to generate the report.

### 6.3.5    Select users
If Operator Accountability support is enabled, select the users to which the report should be restricted to.
**Note:** Having no users selected is equivalent to having all users selected, i.e. the report total will include all CCi transactions. Refer also to the Global setup options section of document '48-101971 CashView Administrator User Manual' for further details on customising the report setup.

### 6.3.6    Save report defaults
Optionally tick **Save settings as user default** to re-use the selected settings by default the next time the user needs to generate a trading report. If this option is selected, the date range selection is stored as an offset from the current system time.

### 6.3.7    Generate report
To generate and preview the report, click **Finish**. If print preview was disabled in a previous step, you will be prompted to select a printer to print the report from.

## 6.4 Saving reports

**On the menu:** Reports > Saved Reports...

You can save the result of a report for later viewing and printing from any CashView client workstation.

### 6.4.1 Save report

To save a report, the report output must be currently displayed in a print preview window. Click **Save** on the toolbar and, in the Report Manager window, enter the desired file name and folder for the saved report. The report file will be saved to the CashView server.
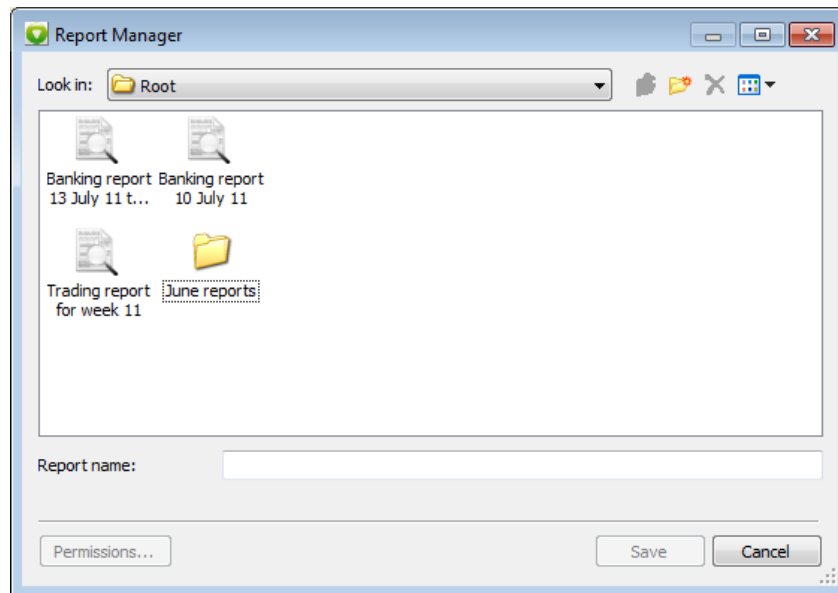


**Figure 6-6 Report manager - save report**

### 6.4.2 To view / print a saved report

Open the Report Manager window via the main menu. Navigate to the desired report file and double-click to open. The preview of the saved report will be displayed. Click **Print...** on the toolbar to print the report.

### 6.4.3　　Saved report permissions

Permissions on individual saved reports can be set to restrict access to selected users. To set who can access a saved report, right-click on the file and click **Permissions...** Add a check mark against each user who may access the report and click **OK**. Note: Only supervisor-level users and above may access CashView reports. For more information on user authority levels refer to the User authority levels appendix in document 48-101971 CashView Administrator User Manual.
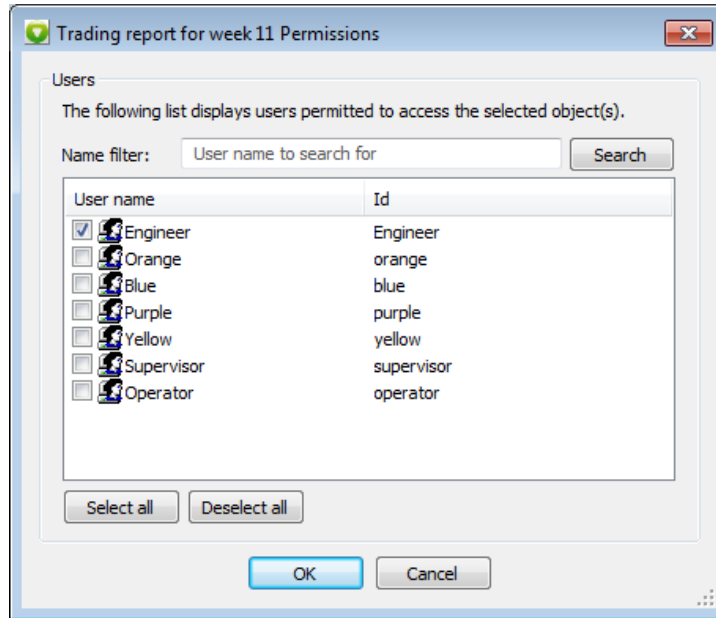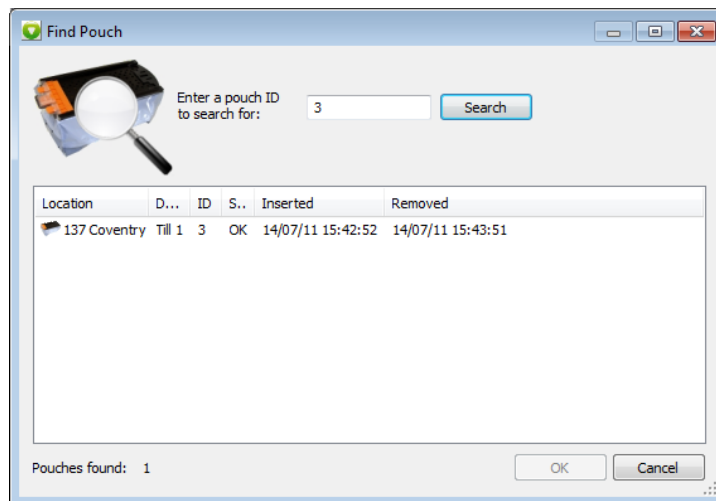


**Figure 6-7 Report permissions**

## 6.5　Find pouch

**On the menu:** Reports > Find Pouch...

Use the find pouch facility to find the originating CCi and other details about a pouch from its id.



**Figure 6-8 Find pouch**

Enter the pouch id and click **Search**. The matching pouch record, if one exists, will be displayed in the results list. Double-click on the pouch entry to view its events details in the Events View.

# 7. Report Template Tasks

Report templates extend the capability of the reports wizard giving you the ability to setup templates to pre-define the report you require over the time period you require. Report templates allow you to, for example, produce a trading report for yesterday, produce a banking report for all pouches removed last week or view the cumulative trading total in the last month. All in fewer mouse clicks than using the report wizard.

Saved report templates can be run from any CashView workstation.

**Tip:** For rapid access to a pre-defined report template, add the template to the Quick Reports menu.

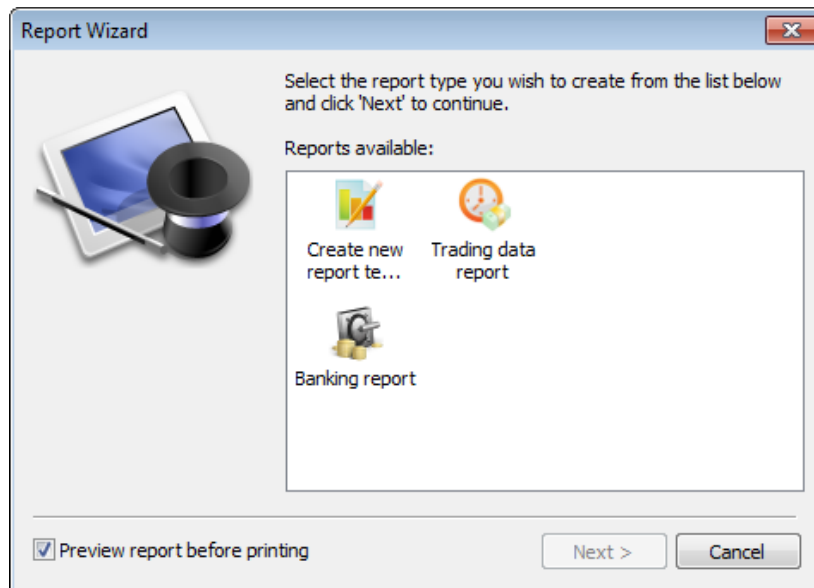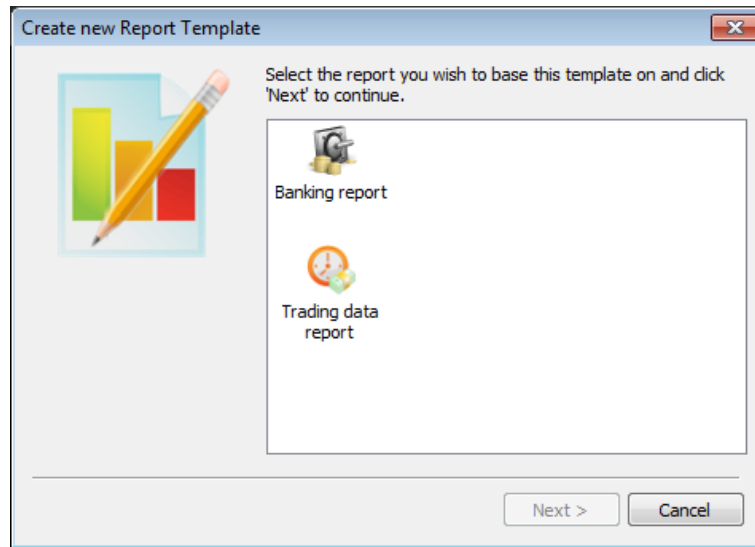## 7.1 Create new report template

On the Menu: Reports > Report Wizard...



**Figure 7-1 Report Wizard screen**

### 7.1.1 Getting started
Select the icon **Create new report template** and click **Next >**. Similar to the existing Report wizard you will be asked what type of report you want to base the template on.
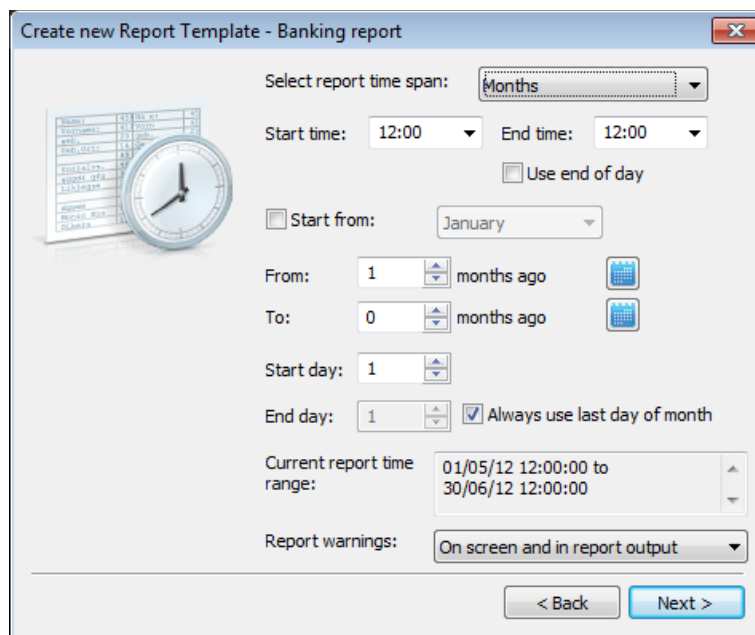
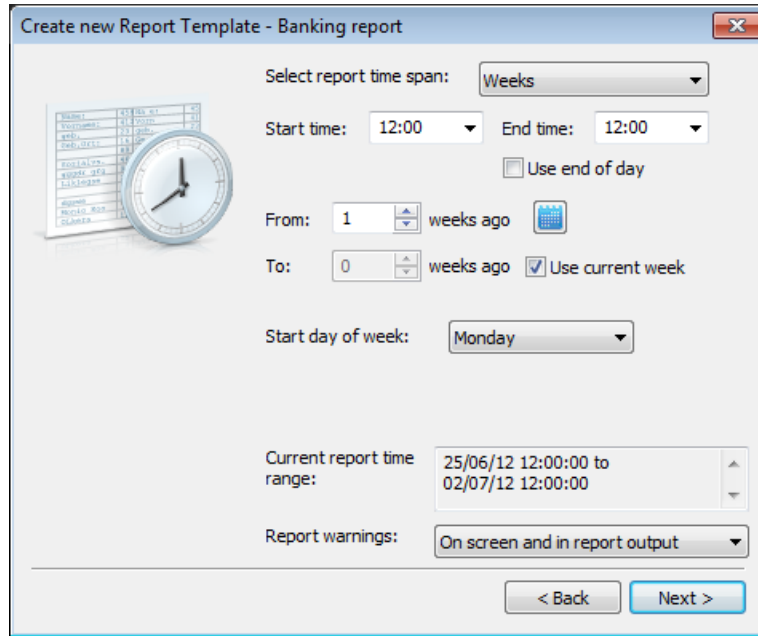**Figure 7-2 Create new report template screen**

Select the report type and click **Next >**. Again, similar to the Report wizard you will need to select the range of devices the report template will be based on. Make your selections and click **Next >**.

### 7.1.2 Template time range

You will now be prompted to select on what time period the template should be based: **Hours**, **Days**, **Weeks** or **Months**. Different options are available with each of these to allow you to customise the template to your requirements. At any time, you can see the results of your selections in the **Current report time range** box. This box displays the time period the template would use if it was run right now to generate a report.



**Figure 7-3 Report Template Time Period (Months)**

**Figure 7-4 Report Template Time Period (Weeks)**



**Figure 7-5 Report Template Period (Days)**
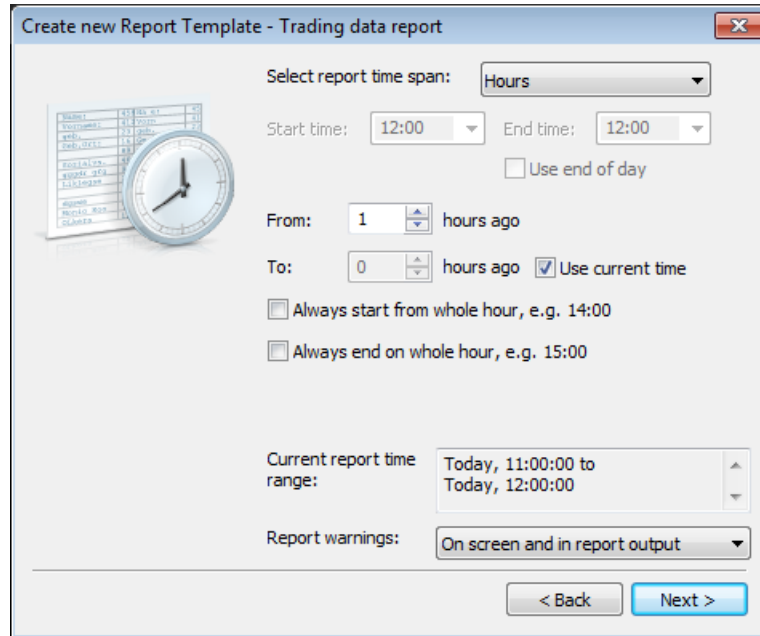
**Figure 7-6 Report Template Period (Hours)**

### 7.1.3 Template time range examples

The time period to be used by the report template is a fundamental part of the report along with the actual report type. The flexibility in determining the required time range is demonstrated in the following examples:

1. A trading report illustrating cash take cumulatively from the beginning of the current month;

2. A banking report illustrating pouches collected over the past week;

3. A banking report illustrating pouches collected over the past week, week beginning Monday;

4. A trading report illustrating yesterday's cash take;

5. A trading report illustrating cash take so far today.

**Example 1**

Create a new report template, select the report type **Trading report**. After selecting the devices for inclusion in the report, set the following parameters:

| | |
|---|---|
| **Report time span** | **Months** |
| **Start time** | **00:00** |
| **Use end of day** | **Checked** |
| **Start from** | **Unchecked** |
| **From ? months ago** | **0** |
| **To ? months ago** | **0** |
| **Start day** | **1** |
| **Always use last day of month** | **Checked** |
| **Report warning** | **In report output only** (warnings will only appear in report and not on screen) |

### Example 2

Create a new report template, select the report type **Banking report**. After selecting the devices for inclusion in the report set the following parameters:

| | |
|---|---|
| **Report time span** | **Days** |
| **Start time** | **00:00** |
| **Use end of day** | **Checked** |
| **From ? days ago** | **7** |
| **Use current time** | **Checked** |
| **Report warning** | **On screen and in report output** (warnings will appear on screen and in the report once it has been run) |

### Example 3

Create a new report template, select the report type **Banking report**. After selecting the devices for inclusion in the report set the following parameters:

| | |
|---|---|
| **Report time span** | **Weeks** |
| **Start time** | **00:00** |
| **Use end of day** | **Checked** |
| **From ? weeks ago** | **1** |
| **Use current week** | **Checked** |
| **Start day of week** | **Monday** |
| **Report warning** | **In report output only** (warnings will only appear in report and not on screen) |

### Example 4

Create a new report template, select the report type **Trading report**. After selecting the devices for inclusion in the report set the following parameters:

| | |
|---|---|
| **Report time span** | **Days** |
| **Start time** | **00:00** |
| **Use end of day** | **Checked** |
| **From ? days ago** | **1** |
| **To ? days ago** | **1** |
| **Use current time** | **Unchecked** |
| **Report warning** | **Ignore (don't display)** (all report warnings will be suppressed) |

### Example 5

Create a new report template, select the report type **Trading report**. After selecting the devices for inclusion in the report set the following parameters:

| | |
|---|---|
| **Report time span** | **Days** |
| **Start time** | **00:00** |
| **Use end of day** | **Checked** |
| **From ? days ago** | **0** |
| **To ? days ago** | **0** |
| **Use current time** | **Unchecked** |
| **Report warning** | **Ignore (don't display)** (all report warnings will be suppressed) |

### 7.1.4    Report warnings

The default behaviour is to report any warnings or errors both on screen and in the printed report output. The behaviour of any warnings can be modified using the following options:

- **On screen and in report output:** The default report behavior. Any errors / warnings will be displayed on screen and in report output when the report has been run.

- **In report output only:** Any errors / warnings will appear in the report output only.

    **Ignore (don't display):** All errors / warnings will be suppressed from both the screen and report output. (Whilst this is the least intrusive option, it also inhibits the source of any possible value differences from being identified as a result of loss of CCi contact, for example.)

### 7.1.5 Report parameters

Finally, the report settings screen, specific to the selected report type, will be displayed. Refer to the previous Report Wizard sections of this manual for more information on the available report types.

### 7.1.6 Saving the template

Once satisfied with all the parameters set up in the template, click **Save**. The Report Template Manager screen will be displayed enabling you to save the template with a name of your choice. The operation of the Report Template Manager window is equivalent to the previously defined Report Manager and Plan Manager windows and enables you to rename, copy and delete existing items as required.
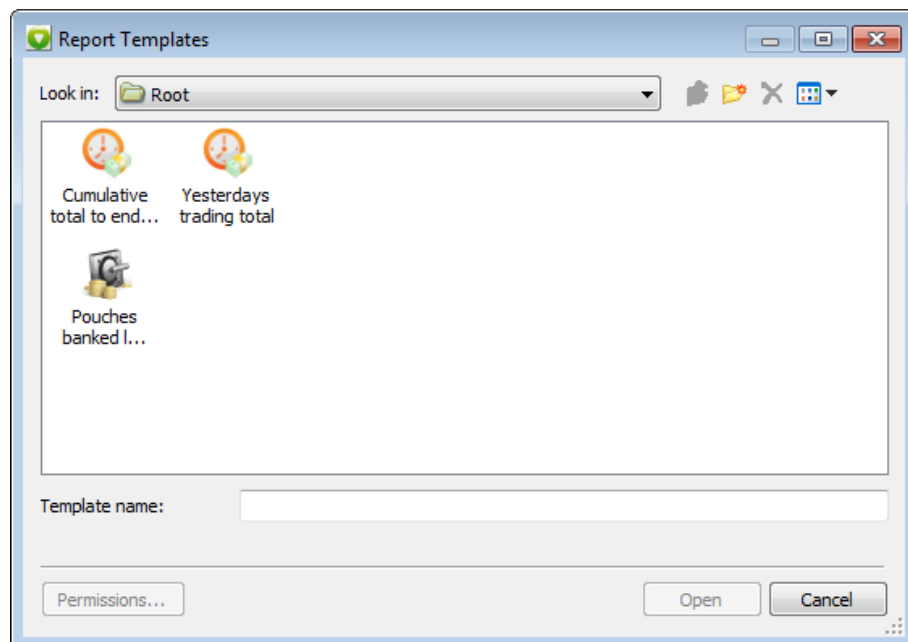


**Figure 7-7 Report Template Manager screen**

## 7.2 Delete report template

**On the Menu:** Reports > Templates...

Find the report template(s) that you wish to delete. Ctrl-select and Shift-select can be used for multiple selection. Right-click on the selection and choose **Delete**. Confirm the deletion prompt. The selected report template(s) will be removed from the quick reports menu and deleted.

## 7.3 Edit report template

**On the Menu:** Reports > Templates…

Find the report template that you wish to edit. Right-click on the selection and choose **Edit template**. A wizard interface similar to the create report template interface you originally used to create the template will be displayed. Make the modifications you require to the template. To save changes, proceed to the last page of the wizard and click **Save**.

## 7.4 Add report template to quick reports menu

**On the Menu:** Reports > Templates...

Find the report template to be added to the quick reports menu. Right-click on the report

template and choose **Add to Quick reports menu**. A new entry will appear under the quick reports menu with the same name as the selected report template.

Click **Cancel** to close the Report templates manager. On the menu, click **Reports > Quick reports > 'name of your report template'** to immediately run the report with the selected template.

Your quick report menu entries will be saved against your CashView user login.

## 7.5 Remove report template from quick reports menu

**On the Menu:** Reports > Templates...

Find the report template to be removed from the quick reports menu. Right-click on the report template and choose **Remove from Quick reports menu**. The report template will be removed from the menu.

Your quick report menu entries will be saved against your CashView user login.

# 8. Alerts Tasks

The Alerts window is displayed to bring an event or action to the user's attention. Normally, an alert requires user intervention in order to be cleared.
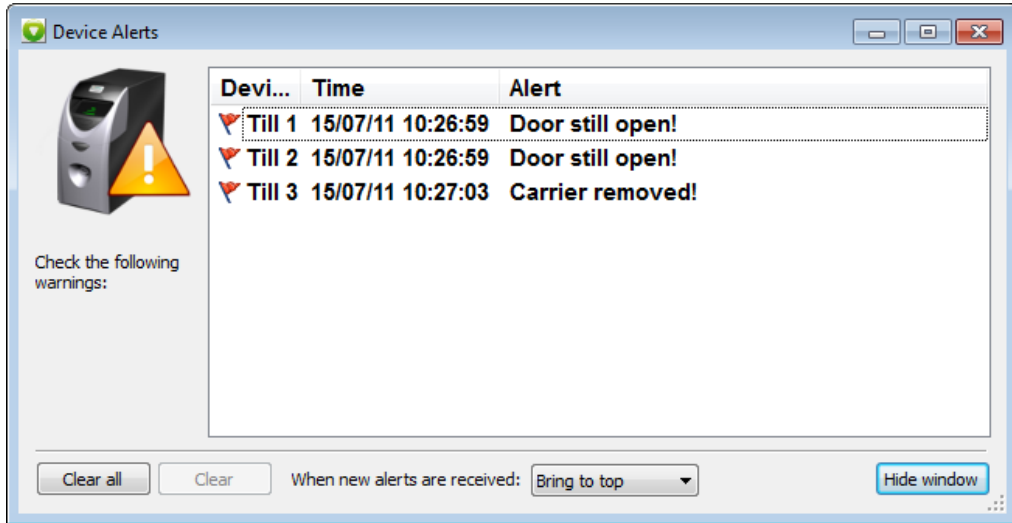


**Figure 8-1 Alerts window**

Currently, the following conditions can cause an alert to be raised:

| Condition | Corrective action |
|-----------|-------------------|
| CCi door left open for longer than 30 seconds | Ensure the CCi is loaded with pouch + pouch carrier and close the door. |
| CCi goes inhibited due to a suspect pouch condition | Check that either a new pouch has been fitted or the existing pouch has been left in and inform CashView via the suspect pouch interface.<br><br>Or<br><br>Physically change the pouch at the CCi and remove the suspect pouch. |
| CCi reports a jam in the note accepting Head | Consult the jam clearance documentation and remove the corresponding CCi Head to access the stuck note. |
| CCi reports a jam in the note stacker unit | Consult the jam clearance documentation and remove the corresponding CCi Head and stacker to access the stuck note. |
| CCi pouch carrier removed for longer than 30 seconds. | Ensure the CCi is loaded with pouch + pouch carrier and close the door. |
| Pouch exceeded note count or value warning limit | Change the pouch if necessary or wait until CCi unit has become full. CCi will continue to operate. |
| Pouch reached full limit | Change the pouch. |

### 8.1.1     Changing Alert window behaviour

By default, the Alerts window will be made the foreground window and the title bar will flash to obtain the user's attention. To adjust this behaviour, set the **When new alerts are received:** drop down box to one of the following values:

- *Bring to top:* The default behavior, Alerts window is always brought to the foreground and the title bar / task bar entry is flashed.

- *Flash title bar:* The title bar / task bar entry is flashed but the Alerts window is not brought in front of other application windows.

- *Do nothing:* The Alerts window is updated with alert information but does not change state. I.e. No visibility change, foreground change or title bar flash.

Changes to the above setting are immediately saved as the user's default setting when next logging on.

## 9. Icon glossary

| STATUS | CONDITION | ICON |
|--------|-----------|------|
| OK | Idle | |
| OK | busy | |
| OK | Operator accountability enabled | |
| Inhibited | Waiting for i-button | |
| Inhibited | Door open | |
| Inhibited | Carrier removed | |
| Inhibited | Currently receiving software update | |
| Inhibited | Full has been reached for either pouch value or note count. | |
| Inhibited | The CCi has been inhibited, e.g. typically for a spot check cash reconciliation. The CCi will not accept any notes until it is re-enabled. | |
| Inhibited | The CCi is inhibited because the current pouch is suspect. The following choice of actions are available: Use CashView to instruct the CCi to continue existing pouch / start a new pouch, or physically change the pouch. | |
| Warning | Current pouch marked as suspect<br>Depending upon pouch recovery setting may initially be inhibited or enabled | |
| Warning | Warning limit has been reached for either pouch value or note count. Able to continue until Full reached. | |

| STATUS | CONDITION | ICON |
|--------|-----------|------|
| Warning | The CCi has reached its preventative maintenance limit. A service visit is recommended to perform routine CCi maintenance. | |
| Unknown | Unable to contact device | |
| Unknown | Data collection for the device has been stopped | |
| Unknown | The CCi has been removed from the system but still appears on the currently loaded plan. Either restore the CCi via the Device Management screen or update and save the plan. | |
| Unknown | The client application has lost connectivity to the database backend. No information can be viewed about the CCi at this time. | |
| Error | CCi has recorded an event log full condition or has developed a fault requiring a service visit. | |