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# CashDesk Quick Guide

better data, better results

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## General Interface

The Cash Desk system has been updated to make it more touch-screen friendly. This means that most functions should not require too many inputs, and where inputs are available they are of sufficient size and separation to make them easy to use. Specifically designed to help operators manage the flow of cash on-site, this program keeps track of all your cash – from the cash in your cash desk, to refills, to hand pay-outs, to claims and refunds and promotions. CashDesk saves you time by storing an audit trail, and it's green, reducing your dependency on paper records

## On-screen Keyboard

All areas in the system where data entry is required have an on-screen keyboard available (this is in addition to any keyboard provided by Windows). Wherever you see a button with this symbol:

Press this and a keyboard will pop up. This will either be a numeric keypad:

Or it will be a keyboard for text entry:

If using a fully touch-enabled device, the keyboard should appear immediately upon selecting an input field; you should not need to specifically select the keyboard button.

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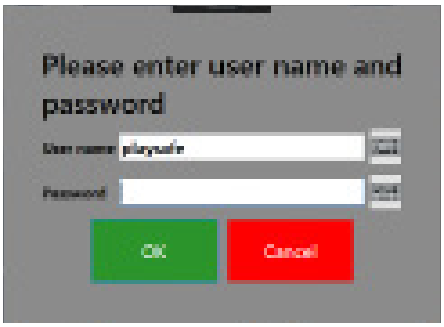
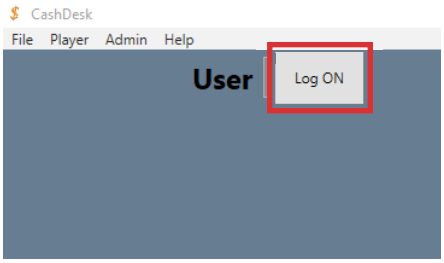
## Logging In

When the application first launches it should automatically prompt for a username and password:



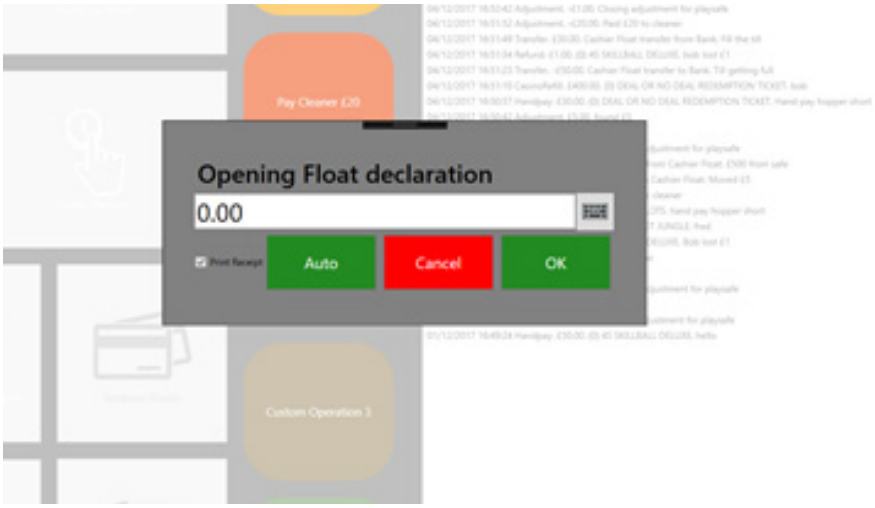

The system will remember the last user to log in. Simply enter a valid username and password and select 'OK'.

If this is cancelled, or a shift has previously been logged out, then it will be necessary to first select the 'Log ON' button on the main screen:




## Opening Float Declaration

After successfully logging in, the system will prompt for an opening float declaration:

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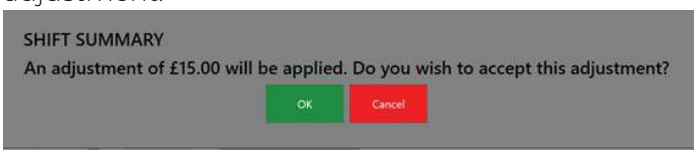
Here you should enter the amount currently in the float (your cash drawer contents). If you select 'Auto' then CashDesk will assume the float remains unchanged from the last known shift end. If an amount is entered which differs from the expected amount, the system will prompt you to accept an adjustment:




Once you are through these steps, the system will print a small receipt with an opening float declaration.

## The Main Dashboard

Once logged in, you are presented with the following dashboard:funt

The text and colour of all buttons can be changed, but there is some meaning in the current colours:

- Grey – these are functions that are disabled and may be re-enabled in future versions when support is added and other areas of the system are in place to support them.
- Orange – these are actions that will reduce the float (things paid out from the float)
- Green – these are actions that will increase the float (topping up the float)
- Yellow – these are actions that could have an effect either way or, not affect the float at all

Other colours are there purely for demonstration purposes.

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There are four main areas:

- The four large buttons in the top-left are machine-related operations. Clockwise from top-left:
    - Handpay – select this to enter a handpay against a machine
    - Handpay Reset (disabled) – select this to reset the handpay state of a machine remotely (not available for BACTA machines)
    - Claim/(Refund) – select this to enter a claim against a machine (repay a customer for money unfairly lost due to machine malfunction)
    - Machine refill – select this to enter a refill against a machine.

- The seven buttons in the bottom-left of the screen are other operations. Clockwise from top-left:
    - Cash To Bank – select this to transfer money from the current float (cash drawer) to a separate float (e.g. a safe, cash office)
    - Top up from other source – select this to transfer money to the current float (cash drawer) from another float (e.g. safe, cash office)
    - Promotional Cash – select this to record a cash promotion against a machine (where a customer is given free plays via a staff member inserting cash into a machine from the float)
    - Remote Credit (Disabled) – remotely add credit to machines
    - Tickets – print promotional/cash TITO tickets
    - Summary – show a summary on screen of the current shift, and optionally print this on the receipt printer.

- The column of rounded buttons in the middle of the dashboard:
    - The first button is a generic ‘Adjust’ button. This allows the user to add or remove to/from the float – you need to supply an amount, whether this should be added or removed, and a description/reason for this adjustment
    - All other buttons are configurable (via a support request – not currently configurable by the user), and are intended for any relatively common adjustment. They can be individually removed if they are not required, but can be used for Promotional Cash payouts or simple float adjustments of pre-defined amounts, of pre-defined amounts. They will also be capable of doing the same things for Promotional Tickets and Remotely Crediting machines once these features become available.

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- The remaining area of the dashboard is an area that shows activity.
    - In a system supporting handpay reports you can see (and action directly – either pay or reset) any handpays pending on machines,
    - You can also see a history of general activity.
    - The buttons on the right-hand side of the screen can be used to toggle different types of information on/off.
    - If all types of information are toggled 'OFF', this area will collapse and the rest of the dashboard will expand to occupy most of the screen.

- There is a close button in the bottom-right of the screen. Selecting this can close the cash desk application completely. This will not close/end the current shift; it will show a warning to this effect.

## Logging Off (Shift End)

In order to properly close out a shift for auditing purposes, select the 'Log OFF' button on the main dashboard:

## Closing Float Declaration

Upon attempting to Log Off, you will be asked for a Closing Float Declaration. This works in the same way as the Opening Float Declaration, and if the float has changed you will be again prompted to accept an adjustment.

The system will by default also print a summary receipt after logging out to detail what happened in the shift – user, start time, end time, opening and closing floats, total adjustments etc.

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