



CRM 2011
MULTI CURRENCY
&
CASH HANDLING

CONTENTS

Contents.....	2
About this Document	3
Non-Disclosure	3
Copyright	3
Document Control	3
Contact.....	3
Multi Currency	4
Multi Currency CRM Setup	4
Step 1. Create the Application Currency and Transaction Currency.....	4
Step 2. Set the Application Currencies to the Company Details	6
Step 3. Set the Change Paid Currency in the Company Details	8
Step 4. Variant Price Lists.....	9
Step 5. Payment Methods and Multi Currency	11
Step 6. Booking Payments and Multi Currency	14
The POS and Multi Currency Use	16
Step 1. Selecting the Currency on the POS	16
Step 2. Completing Payment and receiving Change	17
Cash Handling	19
Cash Handling CRM Setup	19
Step 1. Setting the Operator & Witness Pin in the Company Details	19
Step 2. Select the Booking Operators who can act as a Witness	20
Step 3. Setting the Till Pod Limit in the channel	21
Step 4. Cash Handling Session Report Print Transform	22
Step 5. Terminal Float Sessions	24
The POS and Cash Handling Use.....	27
Step 1. Starting a Terminal Float Session	27
Step 2. Till Lift/ Till Drop/ Exchange	28
Step 3. Cash Handling Report	30
Step 4. Ending a Terminal Float Session	32
Till Pod Limit.....	34

ABOUT THIS DOCUMENT

This document has been prepared as a User Guide for the Multi Currency and Cash Handling functionality in CRM 2011.

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MULTI CURRENCY

The Multi Currency functionality allows different currencies to be created within CRM, which can then be used within the POS to purchase products. The currency exchange rate can also be controlled, as well as which currency actual change is to be given in.

MULTI CURRENCY CRM SETUP

The steps below outline the process which must take place within CRM for the Multi Currency functionality to be enabled.

STEP 1. CREATE THE APPLICATION CURRENCY AND TRANSACTION CURRENCY

Firstly the Application Currency must be setup. For each currency that is to be used within the system an **Application Currency** must be created. Linked to the Application Currency is the **Transaction Currency**, this is where the Currency Code and Exchange rate are established for the Application Currency being created.

To create the Application Currency, the following instructions must be completed within CRM:

- Select **Product Management** on the navigation bar and from it choose **Application Currencies**
- A list of any previously created Application Currencies will be displayed. Select **New** on the ribbon.
- The Application Currency form will be displayed, complete the following details:

- **Name.** Enter the name of the Application Currency, for example GBP, Euro or U.S Dollar.
- **Transaction Currency.** Use the magnifying glass to search and lookup the relevant Transaction Currency. This is where the Currency Code and Exchange rate of the Application Currency is controlled.

If the relevant Transaction Currency does not exist within the system, select **New** in the Look Up Record window and complete the following:

- **Currency Type.** Select **System**.
- **Currency Code.** Select the magnifying glass, this will display a large list of Currency Codes. Place a tick next to the relevant Currency Code. This should be the currency code of the Application Currency that is being created. For example if creating an Application Currency of U.S Dollar, select the USD Currency Code.
- **Currency Name.** When a Currency Code has been chosen the Currency Name will be automatically completed. **E.g. US Dollar.**
- **Currency Precision.** When a Currency Code has been chosen the Currency Precision will automatically be completed.
- **Currency Symbol.** When a Currency Code has been chosen the Currency Symbol will automatically be completed e.g. \$.
- **Currency Conversion.** The Currency Conversion field is where the Exchange rate being offered for this currency against the default base currency in your system is entered. For example if the base currency in your system is GBP and you were creating a Transaction Currency of USD the area would be displayed with 'GBP 1.00 = USD *Enter Conversion*.

- Select **Save and Close** on the ribbon.

d) The Look Up Record window will be displayed, select **Ok**. The Transaction Currency field will be completed in the Application Currency form.

e) Select **Save and Close** on the ribbon.



Note. A plugin has been created so that Application Currencies cannot be duplicated.

Example of an Application Currency and Transaction Currency Created

The tables below show the fields that have been completed for an example Application and Transaction Currency form, created for this document.

Record Type	Name	Transaction Currency
Application Currency	US Dollar	US Dollar

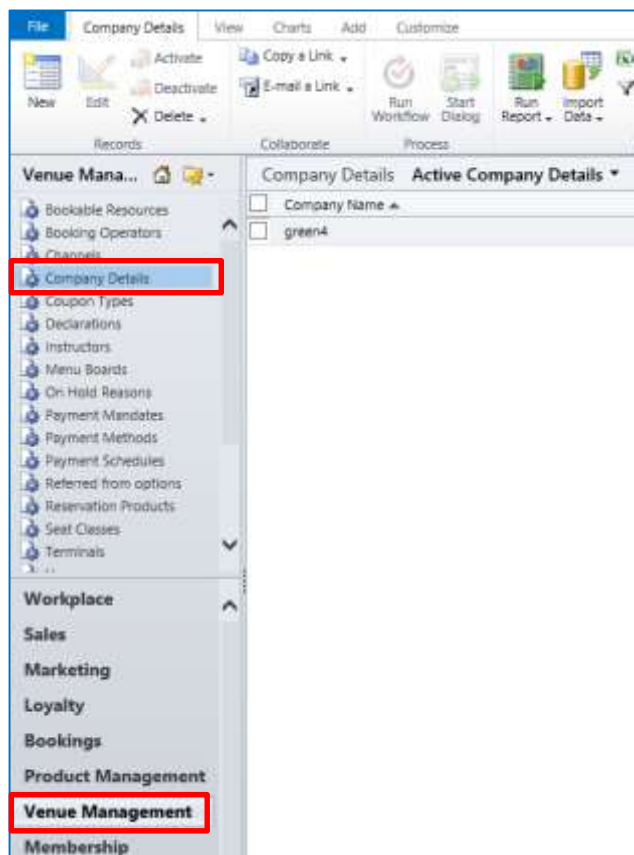
Record Type	Currency Code	Currency Name	Currency Precision	Currency Symbol	Currency Conversion
Transaction Currency	UDS	US Dollar	2	\$	GBP 1.00 = USD 0.75

STEP 2. SET THE APPLICATION CURRENCIES TO THE COMPANY DETAILS

The next step is to add the [Application Currencies](#) created in the system to the Company Details. This will determine which Currencies will be displayed in the POS so that it is possible for products to be sold using the applicable currency.

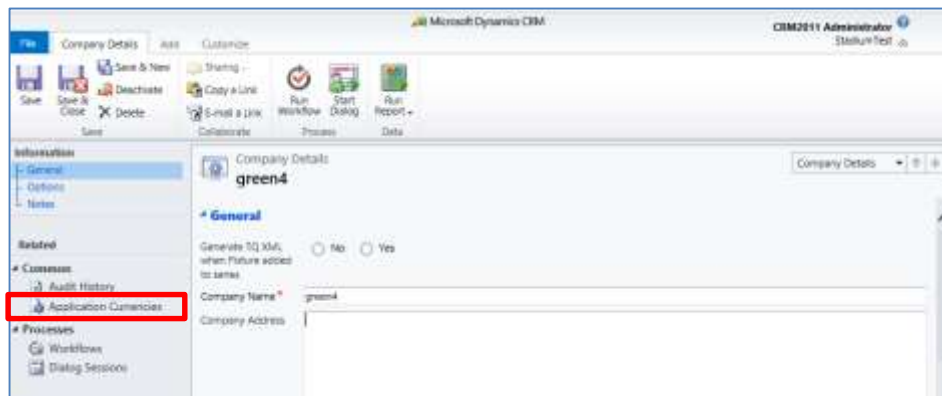
To set the Application Currency against the Company Details, complete the following instructions:

- Select **Venue Management** in the navigation area before choosing **Company Details**

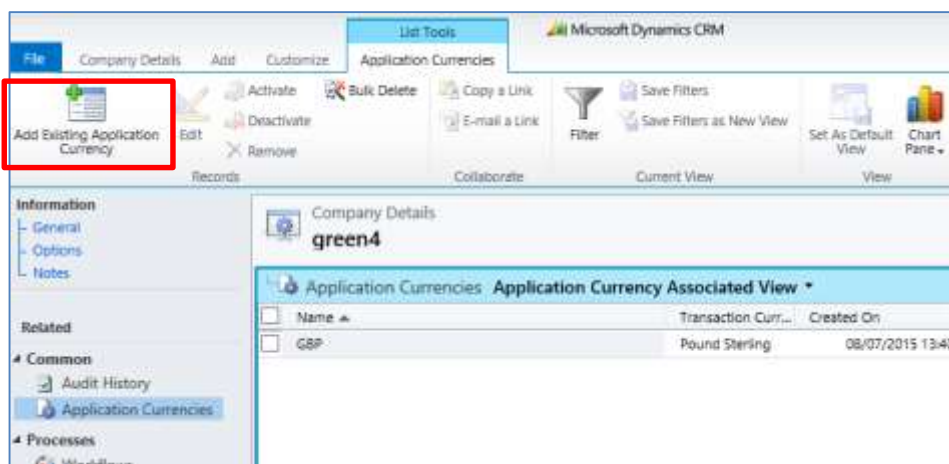


- The currently active Company Details will be displayed, double click to open it in form view.

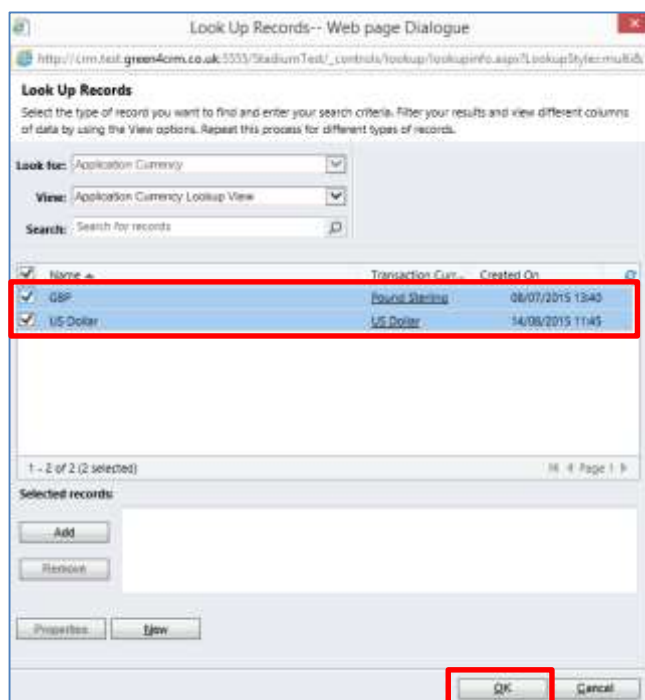
c) Within the navigation bar of the Company Details form, select **Application Currencies**.



d) The Application Currency Associated View will be displayed, select **Add Existing Application Currency** in the ribbon.



e) A Look Up Records window will open displaying the Application Currencies previously created. Place a tick next to the relevant Application Currencies before choosing **OK**.



- f) The Application Currencies will now be linked to the Company Details. Select the **General** tab in the navigation area before selecting **Save** on the ribbon.

Example of the Application Currencies that have been connected to the Company Details

The table below shows an example of the Application Currencies that have been set against the Company Details.

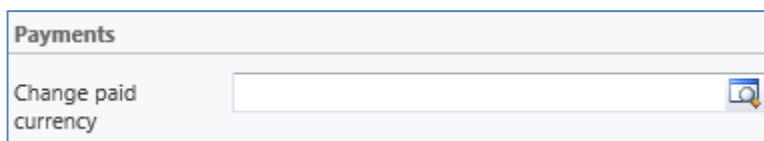
Record Type	Application Currencies
Company Details	GBP US Dollar

STEP 3. SET THE CHANGE PAID CURRENCY IN THE COMPANY DETAILS

It is possible to be able to choose the currency in which change will be provided. For example, although someone may pay in U.S Dollars change may only be given in British Pounds and this can be set within the Company Details form. The amount of change that is given if using a different currency to the one that the product has been paid in will be governed by the Currency Conversion rate entered in the [Transaction Currency](#).

To set the Change Paid Currency complete the following process:

- a) With the Company Details form still open, scroll down to the Payments section of the form and complete the following field:



- **Change paid currency.** Use the magnifying glass to Look Up and select the [Application Currency](#) that change will be given in.
- b) Select **Save and Close** on the ribbon.

Example of the Change Paid Currency that has been set against the Company Details

The table below shows an example of the Change Paid Currency that has been set against the Company Details.

Record Type	Change Paid Currency
Company Details	GBP

STEP 4. VARIANT PRICE LISTS

Products which are going to be sold using different currencies will need to have a Variant Price List created with an [Application Currency](#) related to it. The Variant Price List will then be added to the Bookable Products where the pricing is to be entered.

Variant Price Lists must be created for each currency a product is to be sold in. For example, if selling products in more than one currency, e.g. British Pounds and U.S Dollars, a Variant Price List will need to be created for each of these, with both being added to the Bookable Product.

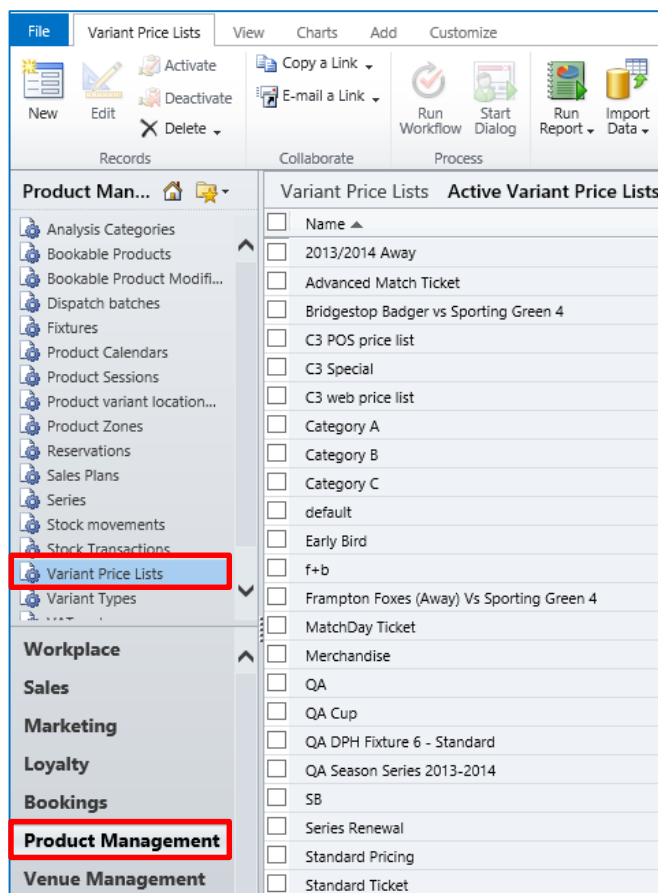
This means that when the currency is chosen on the POS, only those products using the Variant Price List which have an Application Currency that matches the chosen POS currency will be displayed. If no products are using a Variant Price List with an Application Currency that matches the currency selected on the POS, no products will appear on sale.



Note. It must be remembered that the standard process applies to placing a product on sale that is using a Variant Price List with an Application Currency linked to it. The Variant Price List must be added to a Channel Price List that is linked to an active Sales Plan.

To create a Variant Price List and add the Application Currency, complete the following instructions:

- a) Select **Product Management** in the navigation area before choosing **Variant Price Lists**.



- b) A list of the currently active Variant Price Lists within your system will be displayed. Select **New** in the ribbon.

c) Within the Variant Price List form, complete the following fields:

- **Name.** Enter a name for the Variant Price List.
- **Price List Status.** Select the **Price List Status** from the drop-down list. Only Price Lists with a status of **Active** will be used to provide pricing information.
- **Application Currency.** Use the magnifying glass to look up and select the relevant [Application Currency](#).

d) Select **Save and Close** on the ribbon. A new Variant Price List must be created for each Application Currency that products will be sold. They must then be added to the applicable Bookable Product in the normal manner where the price is entered. Also ensure it has been added to a Channel Price List that is linked to an Active Sales Plan.

Example of Variant Price Lists that have a linked Application Currency

The table below shows an example of the Variant Price Lists created with Application Currencies linked to them.

Record Type	Name	Application Currency	Price List Status
Variant Price List	Standard Pricing (GBP)	GBP	Active
Variant Price List	Standard Pricing (USD)	USD	Active

STEP 5. PAYMENT METHODS AND MULTI CURRENCY

The Payment Methods that give the option for the currency to be switched, when paying for a product, must be flagged to allow optional currency payment. Furthermore the [Application Currencies](#), which can also be switched when using the applicable Payment Method, must also be related to the Payment Method.

To allow the Payment Method to have optional currency payment, allowing the currency to be changed when paying for a product, complete the following setup within CRM:

- a) Select **Venue Management** in the navigation area before choosing **Payment Methods**.

Name	Payment Type	Available Offline...	External Paym
<input type="checkbox"/> Account	Account	No	
<input type="checkbox"/> Booking Agent	Invoice		
<input type="checkbox"/> Cash	Cash	Yes	
<input type="checkbox"/> Cashless	Cashless Card	No	
<input type="checkbox"/> Chip and Pin	Chip & Pin		
<input type="checkbox"/> CommIdeas Card	Card	No	
<input type="checkbox"/> Coupon	Coupon	No	
<input type="checkbox"/> Credit	Credit		
<input type="checkbox"/> Credit Account	Credit Account	No	
<input type="checkbox"/> Direct Debit	Finance	No	
<input type="checkbox"/> Direct Debit Absolute	Finance	No	
<input type="checkbox"/> Direct Debit Gloucester	Finance	No	
<input type="checkbox"/> Discount	Discount		
<input type="checkbox"/> Internal	Invoice		
<input type="checkbox"/> Invoice	Invoice		
<input type="checkbox"/> Loyalty	Loyalty	No	
<input type="checkbox"/> One Year DD	Cash		
<input type="checkbox"/> Points	Loyalty	No	
<input type="checkbox"/> Reservation	Reservation		
<input type="checkbox"/> RFL/Sponsor	Invoice		
<input type="checkbox"/> rss	Invoice		
<input type="checkbox"/> Series	Series	No	
<input type="checkbox"/> Series	Series	No	

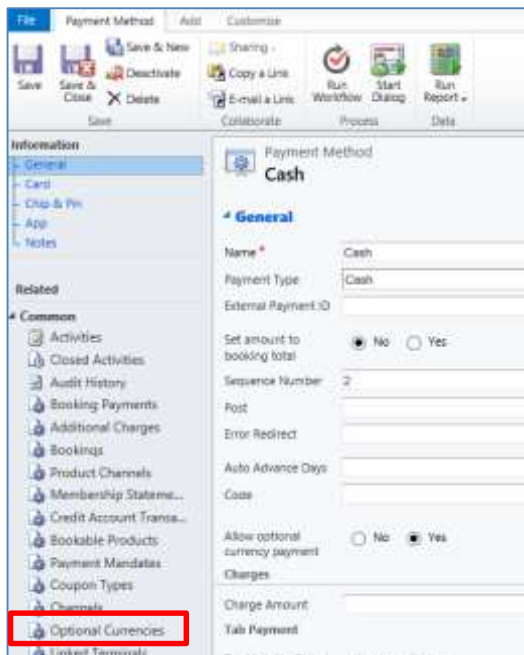
- b) A list of the currently Active Payment Methods will be displayed, select and open the relevant Payment Method form, such as Cash.
- c) With the Payment Method form open, complete the following:

Allow optional currency payment ☐ No ☒ Yes

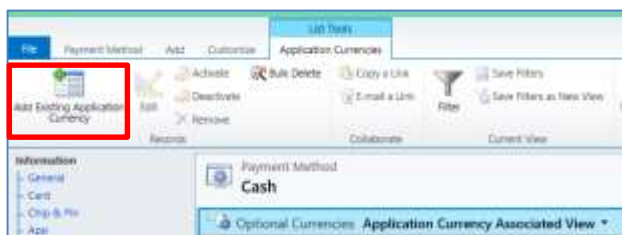
- **Allow optional currency payment.** Select **Yes** for a drop down to appear in the Payment Method area of the POS where it is possible to select a different currency to complete the payment. The conversion rate will be worked out via the value entered in the [Transaction Currency](#). Change will be given in the currency entered into the [Change Paid Currency](#) field of the Company Details form.

- d) Select **Save** on the ribbon.

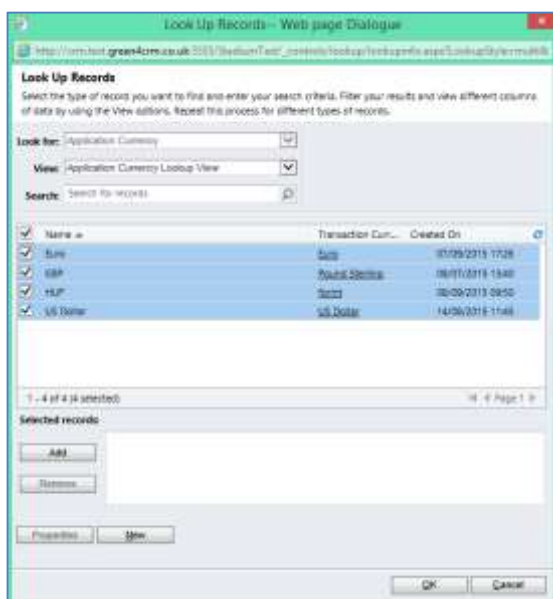
- e) Next, the different Optional Currencies which will be available to select from when completing a payment with this Payment Method must be related to the Payment Method.
- f) Select **Optional Currencies** in the related area of the Payment Method form.



- g) The Optional Currencies Application Currency Associated View will be displayed. Select **Add Existing Application Currency** in the ribbon.



- h) A Look Up Records window will open displaying a list of [Application Currencies](#) previously created. Place a tick next to each of these which can be used as Optional Currencies and thus can be selected to change the currency to pay for a product on the POS.



- i) Select **Add** before choosing **OK**. The Application Currencies will show in the Optional Currencies Application Currency Associated View.

The screenshot shows the 'Payment Method' form in Microsoft Dynamics CRM. The 'Optional Currencies' section is expanded, displaying a table titled 'Application Currency Associated View'. The table lists four currencies: Euro, Pound Sterling, forint, and US Dollar, each with a checkbox, a transaction currency, and a creation date.

Name	Transaction Curr...	Created On
<input type="checkbox"/> Euro	Euro	07/09/2015 17:26
<input type="checkbox"/> GBP	Pound Sterling	08/07/2015 13:40
<input type="checkbox"/> HUF	forint	08/09/2015 09:50
<input type="checkbox"/> US Dollar	US Dollar	14/08/2015 11:45

- j) Select the **General** tab in the navigation area before choosing **Save and Close** on the ribbon.

Example of the Payment Method form and Multi Currency

The table below shows an example flag set in the Payment Method form and the Optional Currencies related to it.

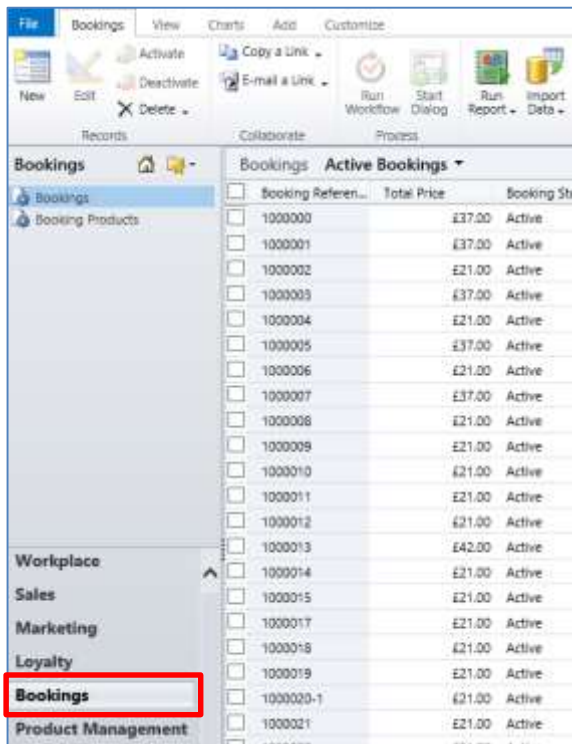
Record Type	Allow Optional Currency Payment	Related Optional Currencies
Payment Method	Yes	GBP Euro HUF US Dollar

STEP 6. BOOKING PAYMENTS AND MULTI CURRENCY

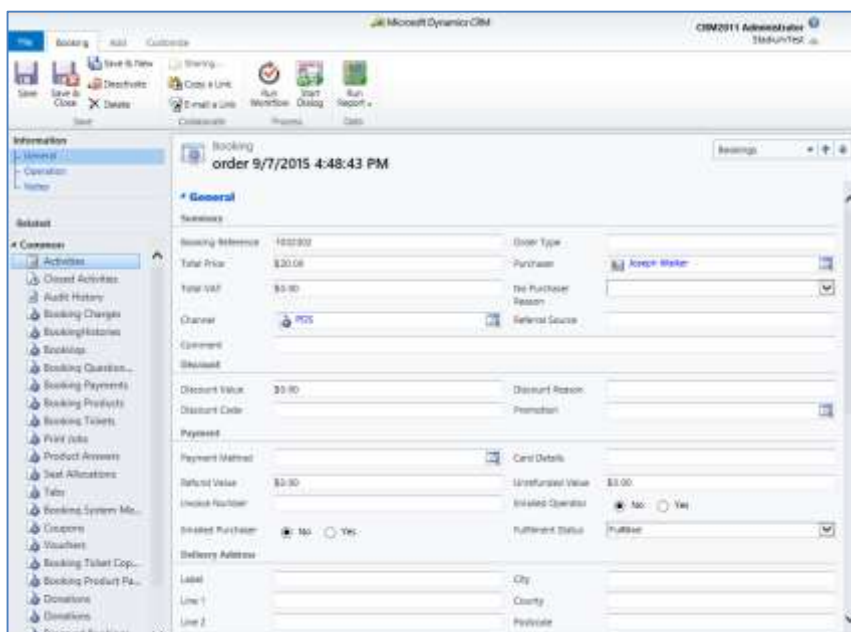
After a booking has been made with a payment of a different currency a Booking Payment will be created which will be linked to the Booking. Within the Booking Payment form, details of Tendered Amount and which currency this was taken will be shown as well as the Change Amount and in which currency this was given. Moreover, the Tendered Amount Exchange Rate and Change Amount Exchange Rate will be displayed in this form.

To access the Booking Payments form, complete the following instructions within CRM:

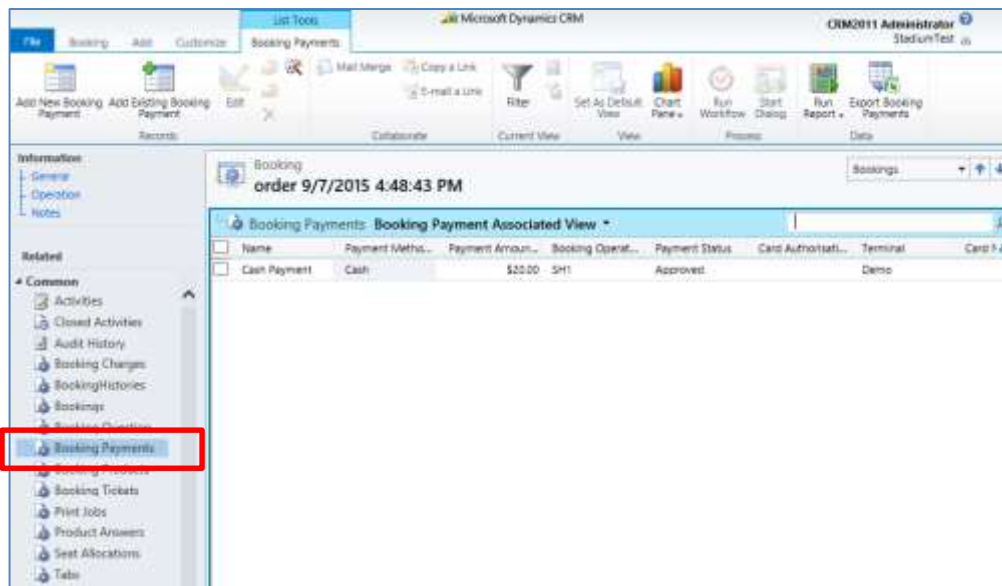
- a) In the navigation area, select **Bookings**.



- b) A list of Active Bookings will be displayed, use the search for records text box to find a relevant booking where multi-currency has been used. Upon finding a Booking select and open it in form view.



c) Within the Booking form, select Booking Payments in the related area.



d) The Booking Payment Associated View will be shown, select and open the Booking Payment.

e) Within the Booking Payment form, find the **Cash Handling** section, these fields will highlight the following:

Cash Handling

Tendered

Tendered Amount: 60.00 Tendered Amount Currency: US Dollar

Tendered Amount Exchange Rate: 0.7500000000

Change

Change Amount: 53.33 Change Amount Currency: GBP

Change Amount Exchange Rate: 1.0000000000

Tendered:

- **Tendered Amount.** This will display the amount of money that was given.
- **Tendered Amount Exchange Rate.** The tendered amount exchange rate will be shown here.
- **Tendered Amount Currency.** The currency of the tendered amount will be displayed here.

Change:

- **Change Amount.** The amount of change that has been given will be shown here.
- **Change Amount Exchange Rate.** The Change Amount Exchange Rate will be displayed here.
- **Change Amount Currency.** The currency in which the change was given will be displayed here.

f) Select **Save and Close** on the ribbon to exit the Booking Payment form.

THE POS AND MULTI CURRENCY USE

The Multi Currency functionality allows different currencies to be created within CRM that can be used within the POS for products to be purchased. Change will always be given in the Change Paid Currency that has been set within CRM.

STEP 1. SELECTING THE CURRENCY ON THE POS

The currency can be changed in the POS to control what currency the products appear on sale in. To change the Currency inside the POS, complete the following:

- Select the **Currency** tab. A drop down will appear displaying the available Currencies that can be used on the POS.

The screenshot shows the StadiumTest POS interface. At the top, there is a header bar with the title 'StadiumTest d1, SH1'. Below this is a navigation bar with tabs: 'Current Booking', 'Find Booking', 'Find Seat', 'Tabs', 'Customer', 'Coupon', 'Cashless Accounts', 'Other', and 'Access Gate'. A dropdown menu is open, showing a list of currencies: 'GBP', 'USD', 'EUR', and 'AUD'. The 'GBP' option is highlighted. To the right of the dropdown, there are buttons for 'Cash Handling', 'Till Report', 'Open Till', 'LOCK', 'Logout', 'Home', and 'Back'. Below the navigation bar, there are three buttons: 'Features', 'Series', and 'Other'. On the right side, there is a 'Reference No.' section with a table for 'Name', 'Seat', 'Unit', 'Qty', and 'Line'. At the bottom right, there are buttons for 'Discount And Previews', 'Barcode', 'Speed Checkout', 'Add Comment', 'Print Receipt', 'Add Payment', 'Close', and 'Print Ticket'.

- From here select the appropriate Product to purchase. The cost of the product will be displayed in the Currency that has been selected.

The screenshot shows the StadiumTest POS interface with the 'Currency' set to 'USD'. The header bar displays 'VENUE: StadiumTest, VERSION: 3.7.0.11 (Online)'. The navigation bar is the same as in the previous screenshot. Below the navigation bar, the text 'Fixtures>Sporting Green 4 vs Lichford Lions' is displayed. A list of products is shown, each with a name, price, and quantity selector. The products are: 'Restricted View (Adult)' at \$ 20.00, 'Restricted View (Junior)' at \$ 15.00, and 'Restricted View (Senior)' at \$ 10.00. Each product has a quantity selector with minus, zero, and plus buttons. A 'CONTINUE' button is located at the bottom right.

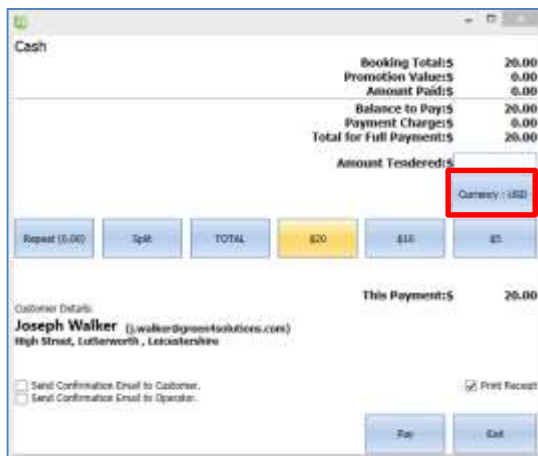
STEP 2. COMPLETING PAYMENT AND RECEIVING CHANGE

Upon reaching the Payment Method window it is possible to change the currency in which payment will be received in. Using the Conversion Rate entered into CRM this will convert the cost of the product into the newly selected currency correctly making it a simple task for the POS operator to request the correct payment cost.

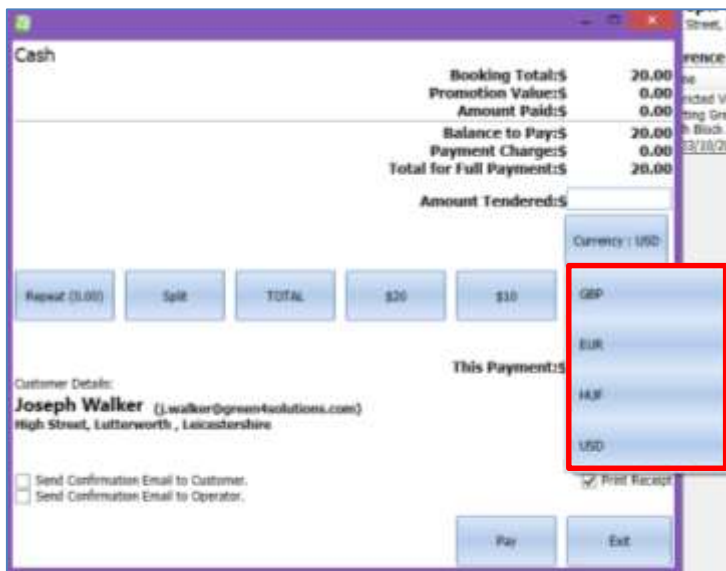
Additionally, any change is only given in one set currency (This has been set in CRM) If a customer is to receive change, again this will be converted accordingly into the appropriate change currency whilst issuing a message to the POS Operator on the correct amount to give.

To complete a Payment when changing the currency, complete the following:

- With the appropriate Payment Method window open, select the **Currency** button.



- A drop down will appear showing all of the Optional Currencies associated to this Payment Method.



- c) Select the Optional Currency that the payment is to be changed to. The currency will be converted using the rate entered into CRM.

Cash

Booking Total:£	26.67
Promotion Value:£	0.00
Amount Paid:£	0.00
Balance to Pay:£	26.67
Payment Charge:£	0.00
Total for Full Payment:£	26.67

Amount Tendered:£

Currency : GBP

Repeat (0.00) Split TOTAL £20 £10 £5

This Payment:£ 26.67

Customer Details:
Joseph Walker (j.walker@green4solutions.com)
 High Street, Lutterworth, Leicestershire

☐ Send Confirmation Email to Customer.
☐ Send Confirmation Email to Operator.

☒ Print Receipt

Pay Exit

- d) Select the amount of cash given and choose pay. If change is to be given, a new window will appear showing the amount of change for this payment, this will be converted to the currency that has been entered as the Change Paid Currency in CRM.

Message

Change to Give: £33.33

OK

CASH HANDLING

The Cash Handling functionality allows cash to be easily handled within the POS interface. The functionality allows for new float sessions to be quickly created and ended when necessary as well as allowing till drops, lifts and exchanges. Moreover the Cash Handling process has the ability to work with multi currencies and all Cash Handling transactions are recorded within CRM.

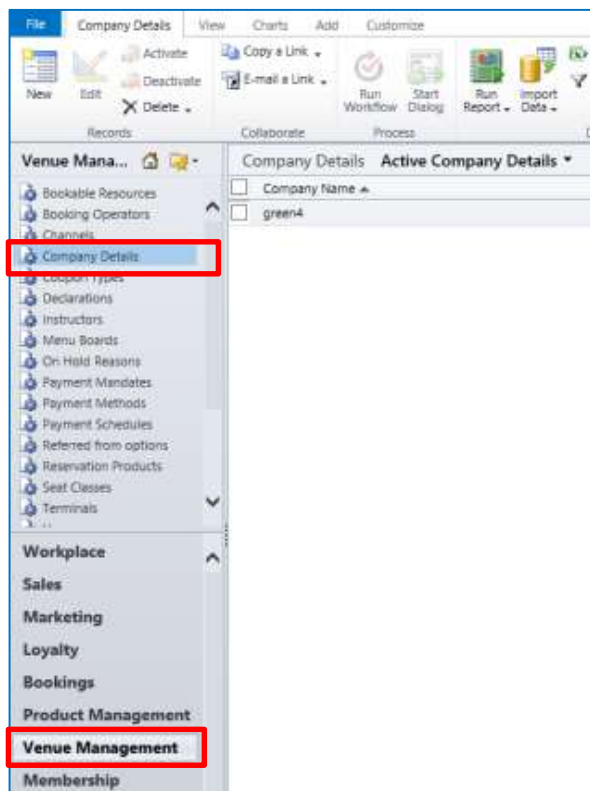
With this comes the ability for a Cash Handling Report to be generated, giving precise information on the initial and final float amount as well as recording any lifts and drops into the float session.

STEP 1. SETTING THE OPERATOR & WITNESS PIN IN THE COMPANY DETAILS

Within Company Details sits the options to control whether an Operator or Witness requires a pin to add or take money out of the till.

To control whether an Operator or Witness requires a pin, complete the following details:

- Select **Venue Management** in the navigation area before choosing **Company Details**.



- The currently active Company Details will be displayed, double click to open it in form view.
- Within the Company Details form, scroll down to the **Terminal Float Session Options** and complete the following:

Terminal Float Session Options			
Operator Pin Required	<input type="radio"/> No	<input checked="" type="radio"/> Yes	Witness Pin Required <input checked="" type="radio"/> No <input type="radio"/> Yes

Terminal Float Session Options

- **Operator Pin Required.** Select **Yes** if a pin is required to be entered into the POS when an operator puts money into or takes money out of the till. Select **No** if a pin is not required for this process.
- **Witness Pin Required.** Select **Yes** if a pin is required to be entered into the POS by a witness when an operator puts money into or takes money out of the till. Select **No** if a pin is not required for this process.

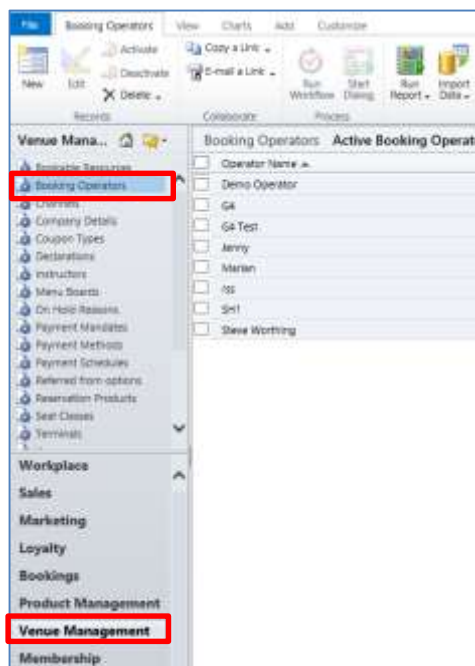
d) Select **Save and Close** on the ribbon.

STEP 2. SELECT THE BOOKING OPERATORS WHO CAN ACT AS A WITNESS

This step can be skipped if **Witness Pin Required** has been set to **No** during [Step 1](#). If the **Witness Pin Required** has been set to **Yes**, it is important to distinguish which Booking Operator can use their Pin and act as a Witness. For example the Ticket Office Manager may be the only person who can do this.

To set Booking Operators as Witnesses, complete the following:

a) Select **Venue Management** in the navigation area before choosing **Booking Operators**.



- b) A list of Active Booking Operators will be displayed, select and open the Booking Operator whose pin can be used as a Witness Pin.
- c) Within the Booking Operator form, ensure the following flag has been set

Cash Handling Admin	<input type="radio"/> No	<input checked="" type="radio"/> Yes
---------------------	--------------------------	--------------------------------------

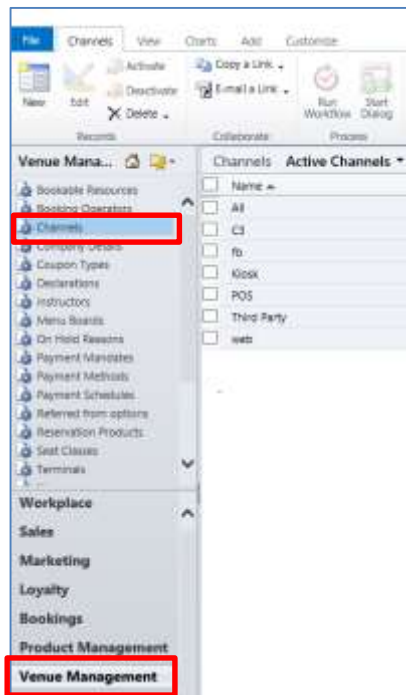
- **Cash Handling Admin.** Select **Yes** for the Booking Operator to be able to use their pin as a Witness Pin during the Cash Handling process in the POS.
- d) Select **Save and Close** in the ribbon. Repeat the above process for any other Booking Operators who can act as witnesses.

STEP 3. SETTING THE TILL POD LIMIT IN THE CHANNEL

A Till Pod Limit can be set with the Channel settings. This will control the amount of money that can be held in the till until a warning will be displayed if the amount has been exceeded. Furthermore a setting in the Channel controls if the Terminal Float Session window will automatically open when the POS is opened, if no current session is taking place.

To set the cash handling options within the Channel, complete the following instructions:

- a) Select **Venue Management** in the navigation area before choosing **Channels**.



- b) A list of Active Channels will be displayed, select and open the relevant Channel e.g. POS
- c) With the Channel form open, scroll down to the Cash Handling section and ensure the following are completed:

Cash Handling	
Pod Limits	
Till Pod Limit	£100.00
Till Pod Limit Warning Interval	3
Session Turns on Cash Handling	<input type="radio"/> No <input checked="" type="radio"/> Yes

Pod Limits

- **Till Pod Limit.** When the till reaches this Till Pod Limit figure a warning will be displayed, requiring the till to be emptied.
- **Till Pod Limit Warning Interval.** Enter the number of bookings that have to be made for a Till Pod Limit Warning message to appear on the POS. For example, if 3 is entered and the Till Pod Limit has been exceeded, a message asking for a till pod lift to be carried out will be shown after every 3 bookings made on the POS.
- **Session Turns on Cash Handling.** If set to **Yes**, when the POS is opened the Terminal Float Session window will automatically be displayed if there is no current Terminal Float Session taking place.

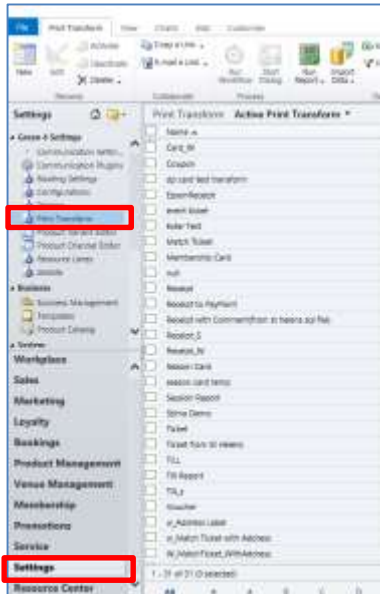
- d) Select **Save and Close** on the ribbon.

STEP 4. CASH HANDLING SESSION REPORT PRINT TRANSFORM

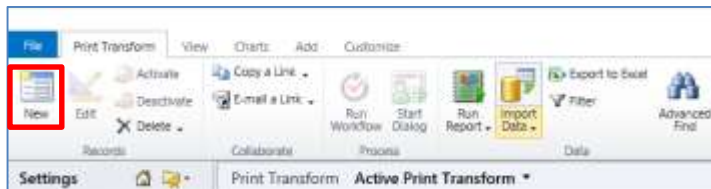
A Print Transform must be added for a Cash Handling Report to be displayed when they are selected in the POS. The report will show details of the Initial Float, any Lifts and Drops into the float as well as an Expected Final Float estimate.

To create the Session Report Print Transform, complete the following details within CRM:

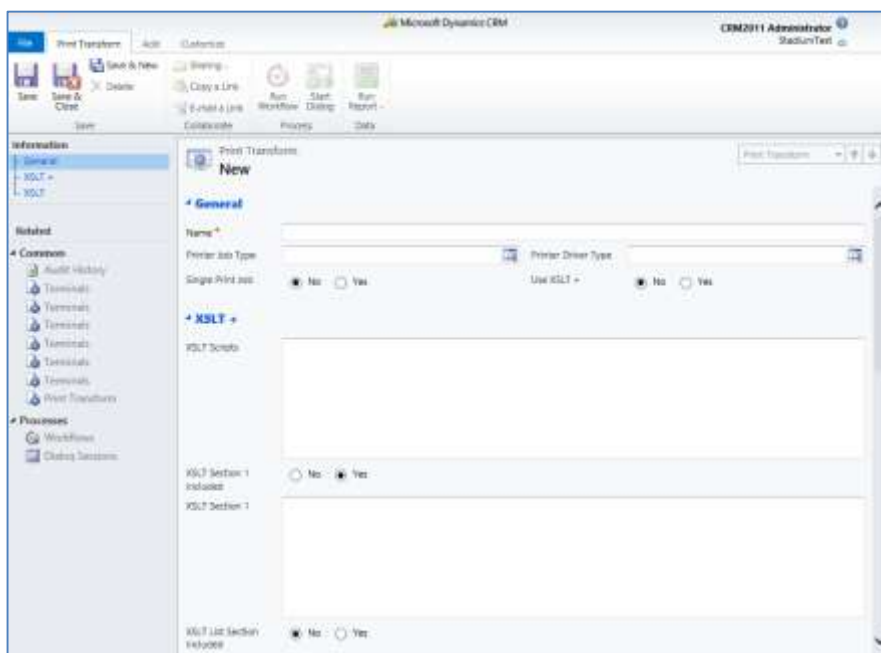
- a) Select **Settings** in the navigation area before choosing **Print Transforms**.



- b) A list of Active Print Transform will be displayed. Select **New** in the ribbon.



- c) A new Print Transform will open, complete the following details:

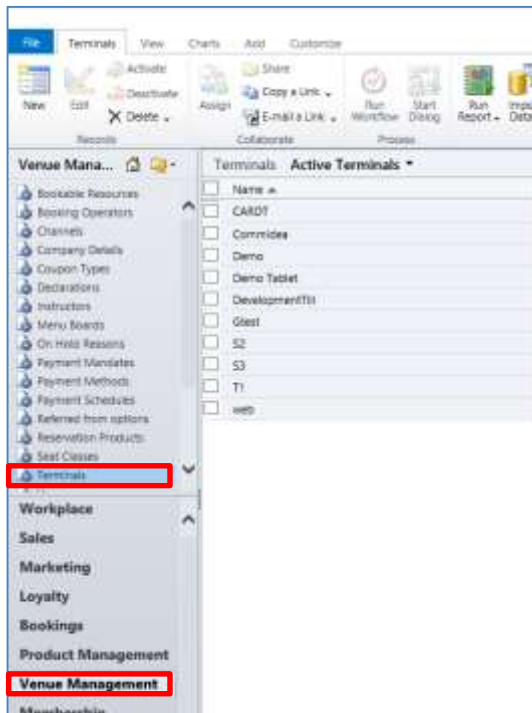


General

- **Name.** Enter a Name for the Print Transform, for example Session Report.
- **Printer Job Type.** Select the magnifying glass to open up a Look Up records window, choose **New**. A new Printer Job Type form will open, enter the **Name**; SessionReport before selecting **Save and Close** on the ribbon and choosing **OK** in the Look Up Record window. The new Printer Job Type will have been added to the Print Transform form.
- **Printer Driver Type.** Use the magnifying glass to look up and find the **Windows** Printer Driver Type.

XSLT

- **Transform.** Enter the Cash Handling Session Report Print Transform here. This can be found by contacting a Green 4 Consultant.
- d) Select **Save and Close** on the ribbon. Next the Print Transform must be linked to the relevant Terminal.
- e) Select **Venue Management** in the navigation area before choosing **Terminals**.



- f) A list of Active Terminals will be displayed. Select and open the Terminal that the Cash Handling Session Report is to be linked to.
- g) With the relevant Terminal open in form view ensure that the following two fields have been completed.

Session Report Printer	<input type="text"/>	Session Report Transform	<input type="text"/>
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- **Session Report Printer.** Use the magnifying glass to search and look up the Printer that is going to be used to print out the Cash Handling Session Report
 - **Session Report Transform.** Use the magnifying glass to search and look up the Session Report Print Transform previously created.
- h) Select **Save and Close** on the ribbon.

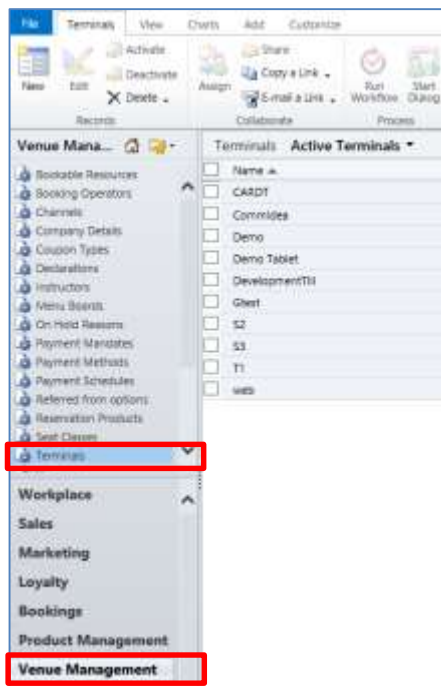
STEP 5. TERMINAL FLOAT SESSIONS

Each time a float session is opened in the POS, a new Terminal Float Session will be created within CRM. This will display the Start Time and (if applicable) End Time of the float, the Operator who added or removed the float as well as any Float Add/Removal witnesses.

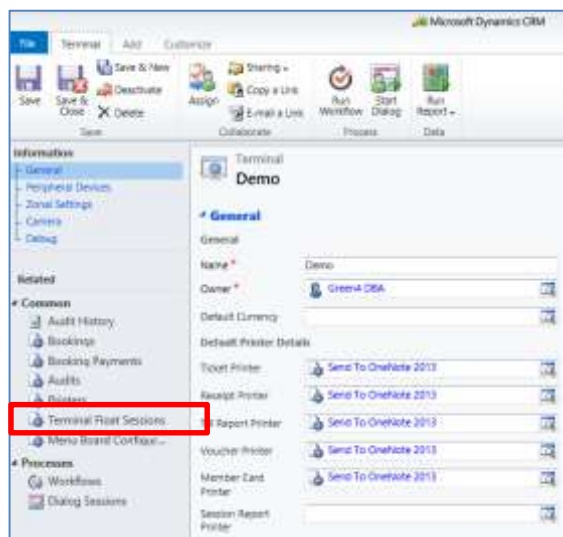
Linked to a Terminal Float Session are the Booking Payments that were made during the Float Sessions. A Terminal Float Session Transaction is linked, which displays all the transactions that have taken place during the float session such as the Initial Float as well as any Lifts and Drops.

To view the Terminal Float session and the related entities linked to it, complete the following:

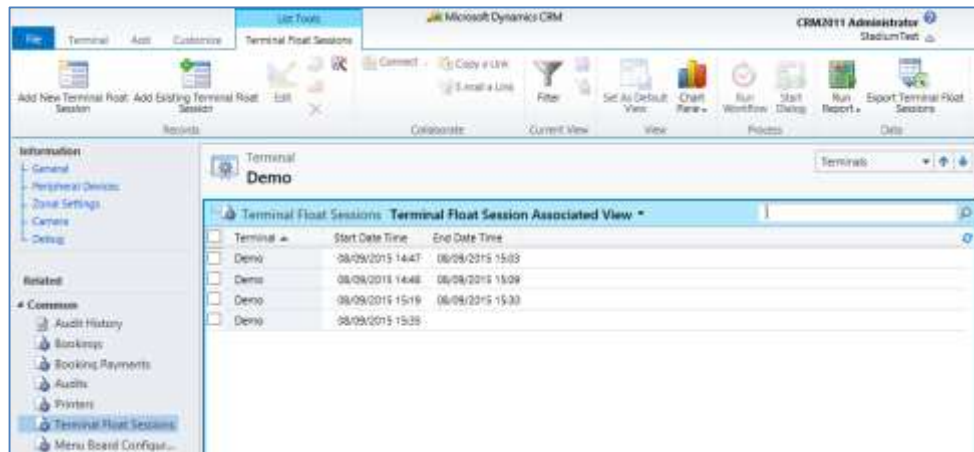
- Select **Venue Management** in the navigation area before selecting **Terminals**.



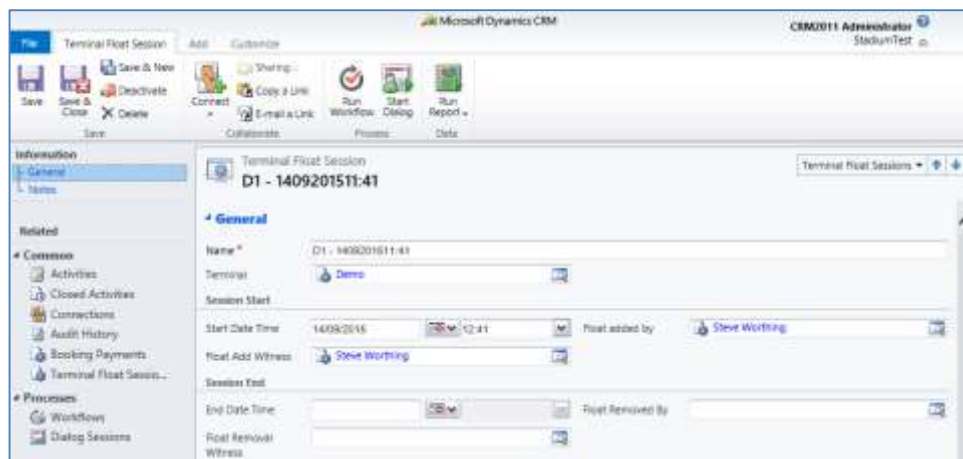
- A list of the currently Active Terminals will be displayed, select and open the Terminal which the Terminal Float Sessions should be viewed in.
- With the Terminal form open, select **Terminal Float Sessions** in the Related area of the navigation bar.



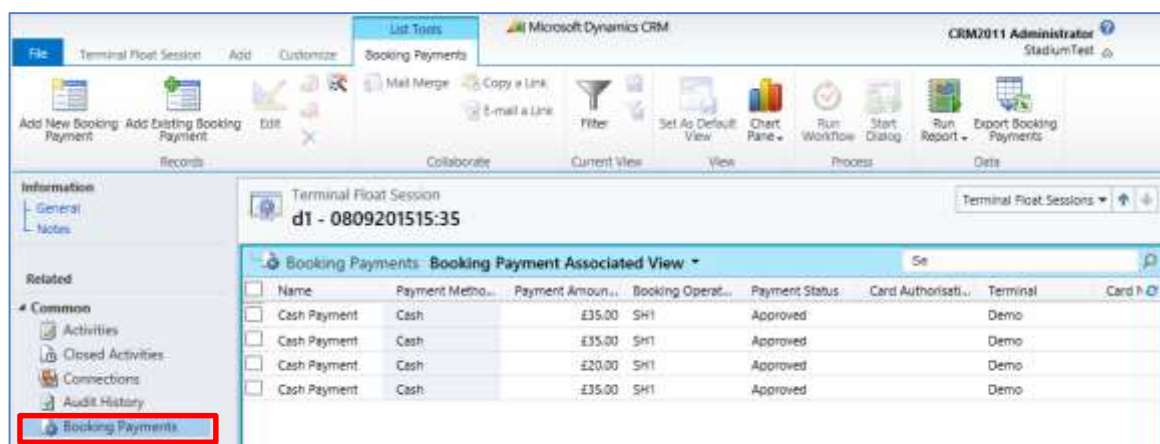
- d) The Terminal Float Sessions Associated View will be displayed. All the Float Sessions related to the Terminal that have either been Started and Ended, as well as any that are ongoing will be shown.



- e) Double click on a Terminal Float Session to open it in form view.



- f) The Terminal Float Session form will display the Session Start and End Date/Time as well as who added and removed the float, and any Witness that has Added or Removed a float will also be displayed.
- g) In the Related area of the navigation bar are the options of **Booking Payments** and **Terminal Float Session Transactions**.
- h) Select **Booking Payments** for all Booking Payments that have been made.



- i) Select **Terminal Float Session Transactions** to display the Transaction that have taken place. This will display the Initial and Final Float as well as the Lifts and Drops that have occurred during the session.

The screenshot shows the Microsoft Dynamics CRM interface. The left sidebar has a 'Related' section with 'Terminal Float Session Transactions' highlighted in red. The main area displays the 'Terminal Float Session Transactions' view for session 'd1 - 0809201514:47'. The table shows the following transactions:

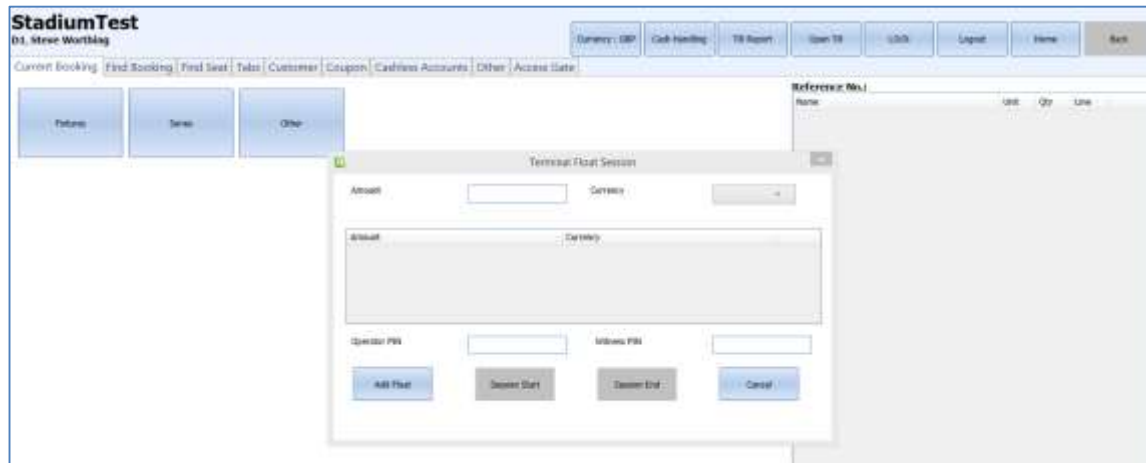
Created On	Transaction Type	Currency	Transaction Amount	Transaction Amount
08/09/2015 14:47	Initial Float	Pound Sterling	£10.00	£10.00
08/09/2015 14:50	Lift	Pound Sterling	£20.00	£20.00
08/09/2015 15:03	Final Float	Pound Sterling	£200.00	£200.00

THE POS AND CASH HANDLING USE

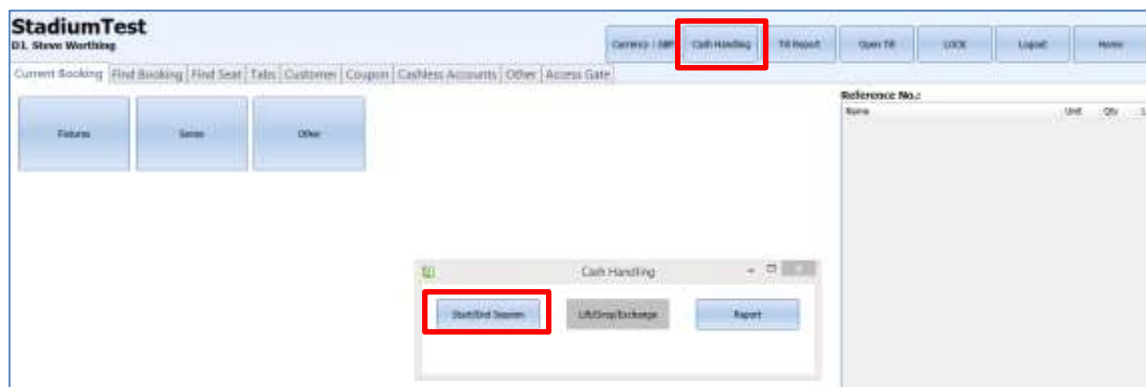
The instructions below give information as to how the Cash Handling process should be carried out in the POS by a Booking Operator. Information can be found on Starting and Ending a float session as well as Till Lifts, Drops and Exchanges. Information is also given on how to gain a Cash Handling report.

STEP 1. STARTING A TERMINAL FLOAT SESSION

The first step is create and start a Terminal Float Session. If **Session Turns on Cash Handling** has been set to **Yes** within the POS Channel form of CRM, upon opening the POS the Terminal Float Session form will automatically appear if no float session is currently ongoing.



Alternatively, select the **Cash Handling** tab, before choosing the **Start/End Session** button.



To Start a Terminal Float Session, with the Terminal Float Session Window open, complete the following details:

The image shows a detailed view of the 'Terminal Float Session' window. It contains the following elements:

- Amount:** A text input field.
- Currency:** A dropdown menu.
- Amount:** A larger text input field below the first one.
- Currency:** A larger dropdown menu below the first one.
- Operator PIN:** A text input field.
- Witness PIN:** A text input field.
- Buttons:** 'Add Float', 'Session Start', 'Session End', and 'Cancel'.

- a) Firstly the **Amount** of cash that is being added to the float should be entered and the **Currency** of this cash must be chosen from the drop down.

Amount	<input type="text" value="300"/>	Currency	<input type="text" value="GBP"/>
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- b) Upon entering the Amount of cash and the Currency, select **Add Float**. The Amount and Currency will be displayed in the Terminal Float Sessions table.

Terminal Float Session

Amount: Currency:

Operator PIN: Witness PIN:

- c) Next, select **Session Start** to begin the Terminal Float Session.



Note. If the flags **Operator Pin Required** and/or **Witness Pin Required** have been set to **Yes** in the Company Details form of CRM it will be necessary to enter an Operator and/or Witness PIN in order to start a session.

Operator PIN	<input type="text"/>	Witness PIN	<input type="text"/>
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STEP 2. TILL LIFT/ TILL DROP/ EXCHANGE

When a Terminal Float Session has started as is shown in [Step 1](#) it becomes possible to Lift, Drop or Exchange cash out or into the float session.

This can be done by completing the following:

- a) Select the **Cash Handling** tab at the top of the POS, a new Cash Handling window will open.

Cash Handling

- b) Select the **Lift/Drop/Exchange** button.
- c) The **Terminal Float Transactions** window will open, depending on your requirements complete the following:

Terminal Float Transactions

Amount: Currency:

Operator PIN: Witness PIN:

Lift Amount: Currency:

Drop Amount: Currency:

Till Lifts and Till Drop

To complete a **Till Lift** or a **Till Drop**:

- a) Enter the **Amount** of cash that is to be either lifted from or dropped into the till and the relevant **Currency** of the cash.

Amount	<input type="text" value="50"/>	Currency	<input type="text" value="GBP"/>
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- b) Next, select either the **Till Lift** or **Till Drop** button depending on your activity. The Lift Amount and Currency or Drop Amount and Currency will be displayed in the table of the Terminal Float Transactions window.

Till Lift		Till Drop	
Lift Amount	Currency		
50	GBP		
Drop Amount	Currency		
10	GBP		

- c) Depending on the activity that is being undertaken, select the **Start Lift** or **Start Drop** button.



Note. If the flags **Operator Pin Required** and/or **Witness Pin Required** have been set to **Yes** in the Company Details form of CRM it will be necessary to enter an Operator and/or Witness PIN in order to start a Lift or Drop.

Operator PIN	<input type="text"/>	Witness PIN	<input type="text"/>
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- d) The Terminal Float Transaction window will close.

Exchange

If exchanging a certain amount of cash by Lifting and Dropping cash into and out of the float session at the same time, complete the following:

- Enter the **Amount** of cash that is going to be lifted into the till before choosing the **Currency**.
- Next, select the **Till Lift** button.
- Enter the **Amount** of cash that is going to be dropped into the till before choosing the **Currency**.
- The Lift and Drop Amounts entered will be displayed in the Terminal Float Transactions windows table.

- Upon adding a Lift Amount and Drop Amount together the Exchange button will become activated. Select the **Exchange** button.



Note. If the flags **Operator Pin Required** and/or **Witness Pin Required** have been set to **Yes** in the Company Details form of CRM it will be necessary to enter an Operator and/or Witness PIN in to proceed with the Exchange.

Operator PIN	<input type="text"/>	Witness PIN	<input type="text"/>
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STEP 3. CASH HANDLING REPORT

For each Terminal Float Session that is started a Cash Handling Report is created. This Report gives details on the Initial Float, any Lifts and Drops into the float as well as an Expected Final Float estimate.

To view Cash Handling Reports, complete the following within the POS:

- Select the **Cash Handling** tab at the top of the POS, a new Cash Handling window will open.

- Select the **Report** button, the Cash Handling Report window will open.

Cash Handling Report

Start Date: 12/09/2015 End Date: 14/09/2015

Buttons: Load Sessions, Sessions Report, Cancel

Session Name	Start Date	End Date	
d1 - 1409201514:53	9/14/2015 3:53:42 PM		Report
d1 - 1409201514:09	9/14/2015 3:09:38 PM	9/14/2015 3:53:01 PM	Report
d1 - 1409201513:39	9/14/2015 2:39:42 PM	9/14/2015 3:08:39 PM	Report
d1 - 1409201512:47	9/14/2015 1:47:39 PM	9/14/2015 2:39:24 PM	

- c) Select the **Start** and **End Date** from which you would like to see the Reports for. Upon selecting the applicable dates, select the **Load Sessions** button.

Cash Handling Report

Start Date: 31/08/2015 End Date: 14/09/2015

Buttons: Load Sessions, Sessions Report, Cancel

- d) All Float Sessions and their reports that sit between the selected Start and End date will be displayed.
- e) The **Sessions Report** button can be selected for all of the Reports that have been loaded between the Start and End Date to be printed together.
- f) To print an individual Cash Handling Report, select the **Report** button next to the Float Session that you would like to see the report for.

Cash Handling Report

Start Date: 31/08/2015 End Date: 14/09/2015

Buttons: Load Sessions, Sessions Report, Cancel

Session Name	Start Date	End Date	
d1 - 1409201514:53	9/14/2015 3:53:42 PM		Report
d1 - 1409201514:09	9/14/2015 3:09:38 PM	9/14/2015 3:53:01 PM	Report
d1 - 1409201513:39	9/14/2015 2:39:42 PM	9/14/2015 3:08:39 PM	Report
d1 - 1409201512:47	9/14/2015 1:47:39 PM	9/14/2015 2:39:24 PM	

g) The Cash Handling report will be printed in the following format as the example below shows.

Session Report

d1 - 1409201514:53

Float Details

Float Type	Amount	Currency
InitialFloat	100.00	Pound Sterling
Lift	10.00	Pound Sterling
Drop	10.00	US Dollar
Lift	60.00	Pound Sterling
Drop	50.00	Pound Sterling

Amount In Details

Currency	Amount-In
US Dollar	10.00
Pound Sterling	1164.00

Amount Out Details

Currency	Amount-Out
Pound Sterling	70.00

Expected Final Float

Currency	Expected Final
US Dollar	10.00
Pound Sterling	1094.00

Actual Final Float Details

Currency	Actual Final
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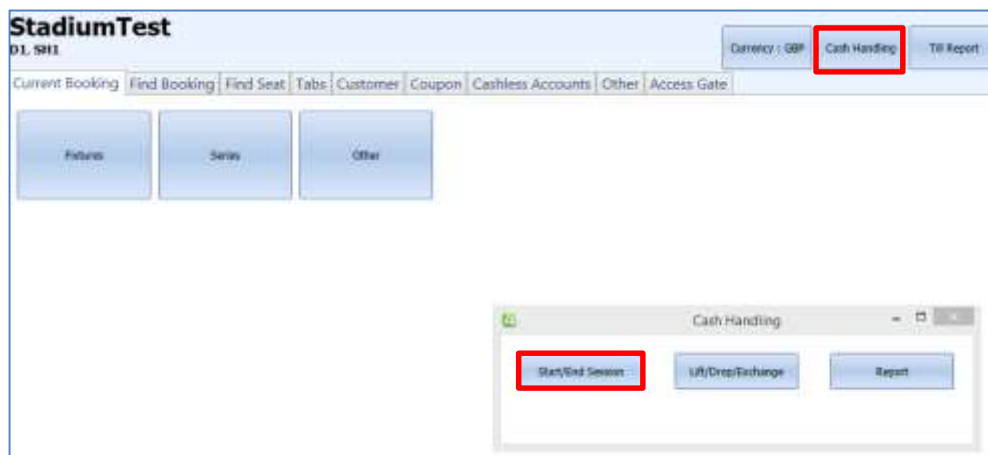
Transaction Details:

Created On	Booking	Tender Currency	Tender Amount	Change
2015-09-14T16:10:39.090	1032326	Pound Sterling	114.00	0.00
2015-09-14T16:08:52.270	1032325	Pound Sterling	600.00	0.00
2015-09-14T16:07:23.953	1032324	Pound Sterling	300.00	0.00

STEP 4. ENDING A TERMINAL FLOAT SESSION

When a Float Session is to be ended the following process must be carried out within the POS.

- Select **the Cash Handling** tab before selecting the **Start/End Session** button from the Cash Handling window.



b) The Terminal Float Session window will open.

Terminal Float Session

Amount: Currency: GBP

Amount	Currency

Operator PIN: Witness PIN:

Buttons: Remove Float, Session Start, Session End, Cancel

c) Enter the **Amount** of cash and **Currency** that is to be removed from the float.

Amount: 5000 Currency: GBP

d) Select the **Remove Float** button. The **Amount** and **Currency** being removed will be displayed in the Terminal Float Session Windows table.

Terminal Float Session

Amount: Currency: GBP

Amount	Currency
5000	GBP

Operator PIN: Witness PIN:

Buttons: Remove Float, Session Start, Session End, Cancel

e) When all of the amount of cash and currency has been selected to be removed, select the **Session End** button.

Terminal Float Session

Amount: Currency: EUR

Amount	Currency
5000	GBP
500	EUR

Operator PIN: Witness PIN:

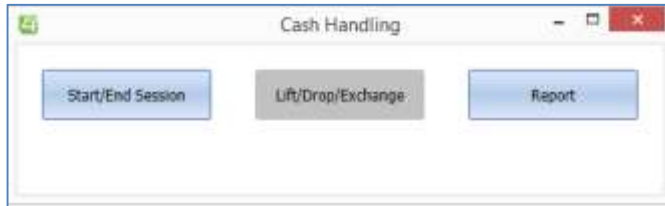
Buttons: Remove Float, Session Start, Session End, Cancel



Note. If the flags **Operator Pin Required** and/or **Witness Pin Required** have been set to **Yes** in the Company Details form of CRM it will be necessary to enter an Operator and/or Witness PIN in order to end the session.

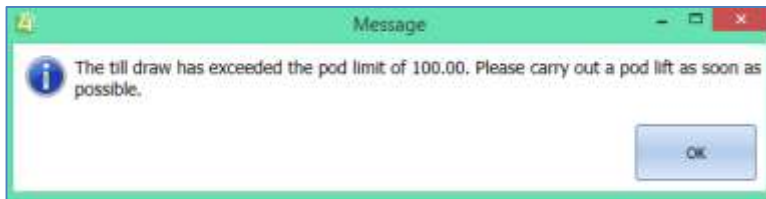
Operator PIN	<input type="text"/>	Witness PIN	<input type="text"/>
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- f) The Cash Handling Window will be displayed and the Lift/Drop/Exchange button will become deactivated. The options to Start a new Session [\(Step 1\)](#) or receive a Report [\(Step 3\)](#) will remain activated.



TILL POD LIMIT

If the Till Pod Limit that has been entered into the Channel form on CRM has been exceeded, upon payment of a Booking the message below will appear warning the Booking Operator that they should carry out a Till Lift as soon as possible.



END OF DOCUMENT