



CRM 2015  
MULTI CURRENCY  
&  
CASH HANDLING

green4  
SOLUTIONS



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## ABOUT THIS DOCUMENT

This document has been prepared as a User Guide for the Multi Currency and Cash Handling functionality in CRM 2015.

## NON-DISCLOSURE

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## DOCUMENT CONTROL

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V1.0	09/10/2015	This is a new document	JW

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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 outlines the process which must take place within CRM in order 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 the Microsoft Dynamics CRM tab in the navigation bar and from the drop down choose **Product Management**.



- Select the **Product Management** tab in the navigation bar and from the drop down 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 be automatically completed.
- **Currency Symbol.** When a Currency Code has been chosen the Currency Symbol will be automatically completed e.g. \$.
- **Currency Conversion.** The Currency Conversion field is where the Exchange rate that is 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.

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

f) 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 shows the fields that have been completed in an example Application and Transaction Currency form, created for this document.

Record Type	Name	Transaction Currency
Application Currency	US Dollar	US Dollar

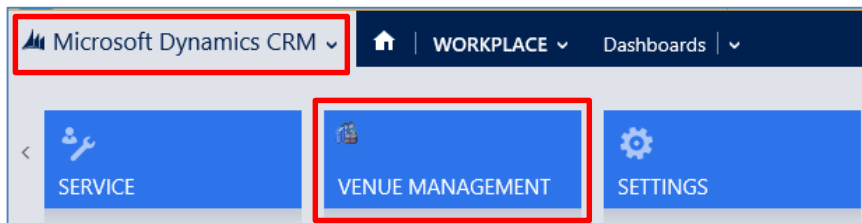
Record Type	Currency Code	Currency Name	Currency Precision	Currency Symbol	Currency Conversion
Transaction Currency	UDS	US Dollar	2	\$	GBP 1.00 = USD 0.75

## STEP 2. SET THE APPLICATION CURRENCIES TO THE COMPANY DETAILS

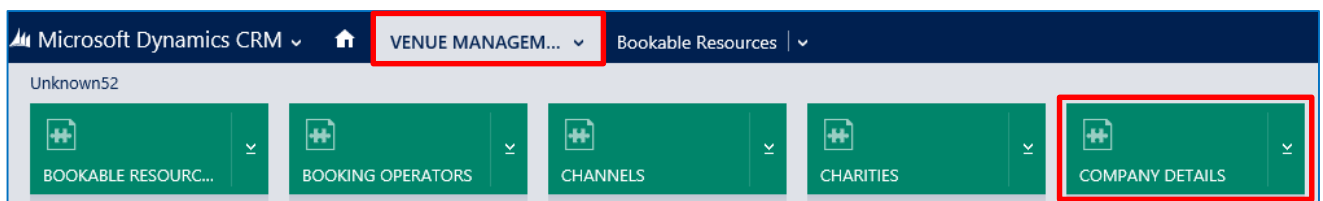
The next step is to add the [Application Currencies](#) created in the system to the Company Details. This will determine which Currencies will be displayed in the POS so that it possible for products to be sold using the applicable currency.

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

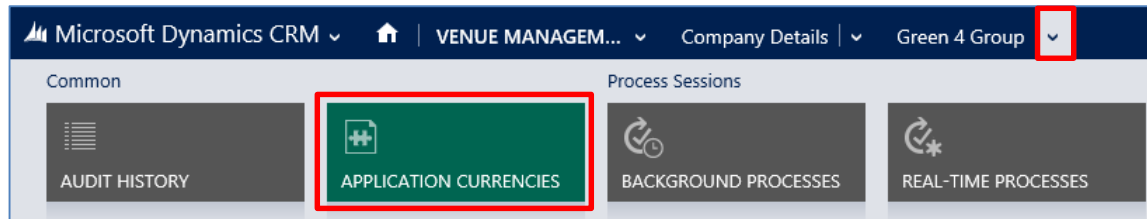
- Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



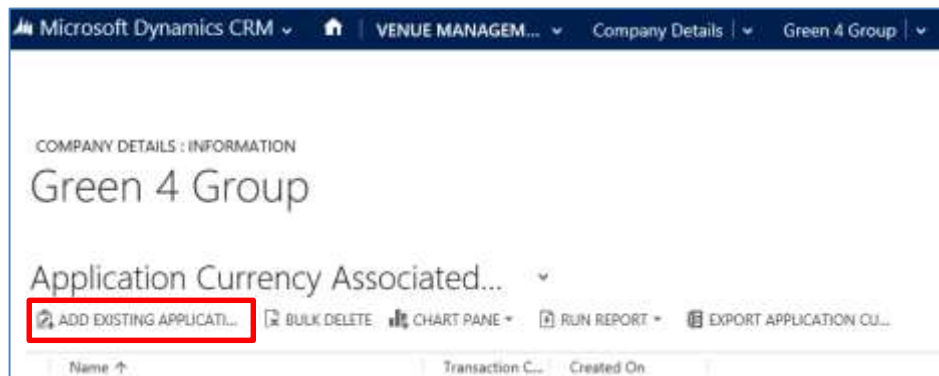
- Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Company Details**.



- The Active Company Details page will be shown, double click to open it in form view
- Within the Company Details form select the small arrow on the navigation bar next to the name of the Company Details before selecting **Application Currencies**.



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



- f) A text box will drop down from the Application Currency table, select the magnifying glass to search for the relevant Application Currency. If the record is not displayed, select Look Up More Records.
- g) The Application Currencies will now be linked to the Company Details. Select the **Save** icon in the bottom right hand corner of the form.



### 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:

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

Payments	
Change paid currency:	<input type="text"/>

- Change paid currency.** Use the magnifying glass to Look Up and select the [Application Currency](#) that change will be given in.
- Select the **Save** icon in the bottom right hand corner of the screen.

#### 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:

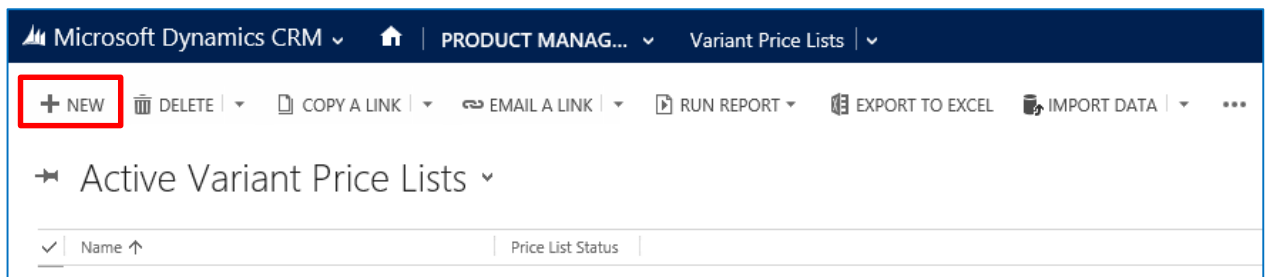
- a) Select or hover over the **Microsoft Dynamics CRM** tab before scrolling across the drop down list of the navigation bar and selecting **Product Management**.



- b) Next, in the Product Management area of CRM, select the **Product Management** tab before scrolling across the drop down list of the navigation bar and selecting **Variant Price Lists**.



- c) A list of currently active Variant Price List view will be displayed. Select **New** on the ribbon.



- d) The Variant Price List form will be displayed. Complete the following details:

- **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](#).

- 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 that have been created with Application Currencies linked to them.

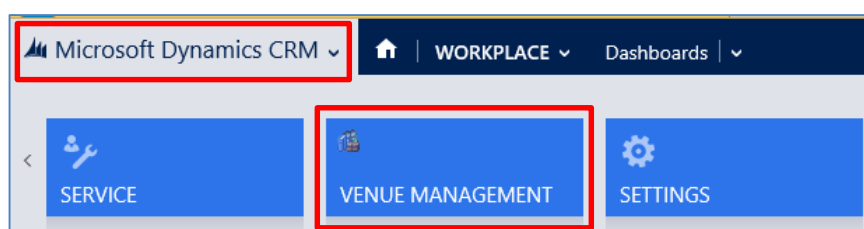
Record Type	Name	Application Currency	Price List Status
Variant Price List	Standard Pricing (GBP)	GBP	Active
Variant Price List	Standard Pricing (USD)	USD	Active

## STEP 5. PAYMENT METHODS AND MULTI CURRENCY

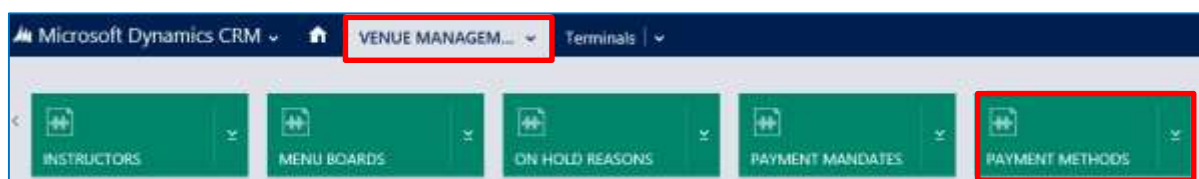
The Payment Methods that give the option for the currency to be switched, when paying for a product, must be flagged to allow optional currency payment. Furthermore the [Application Currencies](#), which can also be switched when using the applicable Payment Method, must also be related to the Payment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

- Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



- Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Payment Methods**.

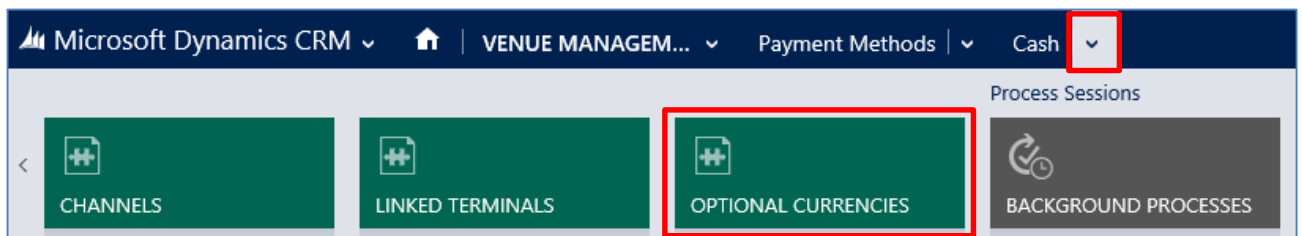


- The Active Payment Methods view will be displayed, select and open the relevant Payment Method form, such as Cash.
- With the Payment Method form open, complete the following:

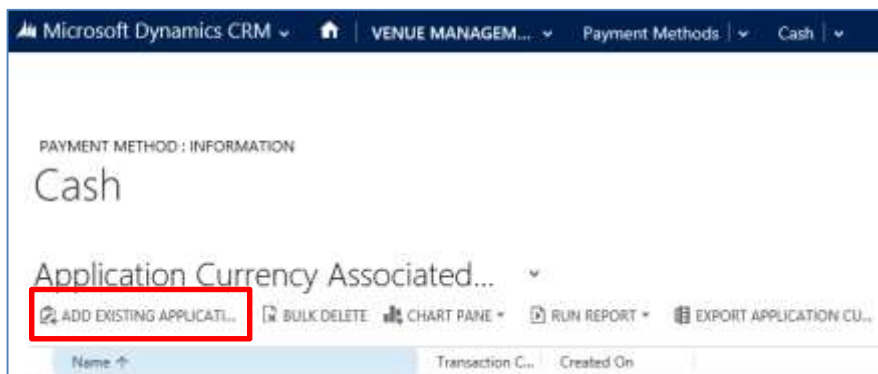
Allow optional currency Yes

- **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 in. 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.

- Select the **Save** icon in the bottom right hand corner of the form.
- Next the different Optional Currencies that will be available to select from when completing a payment with this Payment Method must be related to the Payment Method.
- Select the small arrow in the navigation bar next to the name of the payment method, from the drop down scroll across and select **Optional Currencies**.



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



- A drop down will appear, use the magnifying glass to search and select the relevant [Application Currencies](#). If the applicable Application Currencies cannot be found, select Look Up More Records and add them from the list. When the currencies have been added these will become Optional Currencies and thus can be selected to change the currency to pay for a product on the POS.

PAYMENT METHOD : INFORMATION

## Cash

Application Currency Associated...

ADD EXISTING APPLICATI... BULK DELETE CHART PANE RUN REPORT EXPORT APPLICATION CU

Name ↑	Transaction C...	Created On
GBP	Pound Sterling	01/09/2015 10:37
US Dollar	US Dollar	09/09/2015 10:04

- j) Select the **Save** icon in the bottom right hand corner of the form.

### 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.

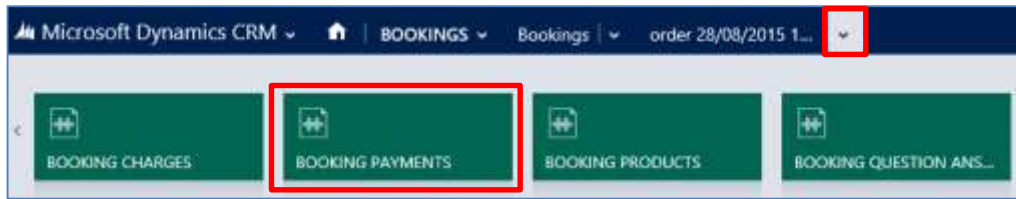
To access the Booking Payments form, complete the following instructions within CRM:

- a) Select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Bookings**.

Microsoft Dynamics CRM VENUE MANAGEM... Payment Methods Cash

WORKPLACE SALES MARKETING LOYALTY 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 the small arrow next to the name of the Booking and from the drop down select **Booking Payments** in the navigation 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:

The screenshot shows the 'Cash Handling' section of the Booking Payment form. It is divided into two main parts: 'Tendered' and 'Change'. Each part has fields for 'Amount', 'Exchange Rate', and 'Currency'. The 'Tendered' section shows a 'Tendered Amount' of 60.00, an 'Exchange Rate' of 1.0000000000, and a 'Currency' of GBP. The 'Change' section shows a 'Change Amount' of 33.33, an 'Exchange Rate' of 1.0000000000, and a 'Currency' of GBP.

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.

## 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' and '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 'Currency' dropdown menu is open, showing options: 'GBP', 'USD', 'EUR', and 'AUD'. The 'GBP' option is highlighted. To the right of the dropdown, there are buttons for 'Cash Handling', 'TE Report', 'Open TE', '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', 'Seats', 'Unit', 'Qty', and 'Line'. At the bottom right, there are buttons for 'Discount And Prices', 'Add Comment', 'Print Receipt', 'Close', 'Print Tickets', 'Add Payment', and 'Speed Checkout'.

- From here select the appropriate Product to purchase, to 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 shows 'VENUE: StadiumTest, VERSION: 3.7.0.11 (Online)'. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a section for 'Fixtures>Sporting Green 4 vs Lichford Lions'. A list of products is displayed, each with a name, price, and quantity selector. The products are: 'Restricted View (Adult)' for \$ 20.00, 'Restricted View (Junior)' for \$ 15.00, and 'Restricted View (Senior)' for \$ 10.00. Each product has a quantity selector with minus, zero, and plus buttons. The 'Restricted View (Adult)' product is highlighted with a red box. At the bottom right, there is a 'CONTINUE' button.

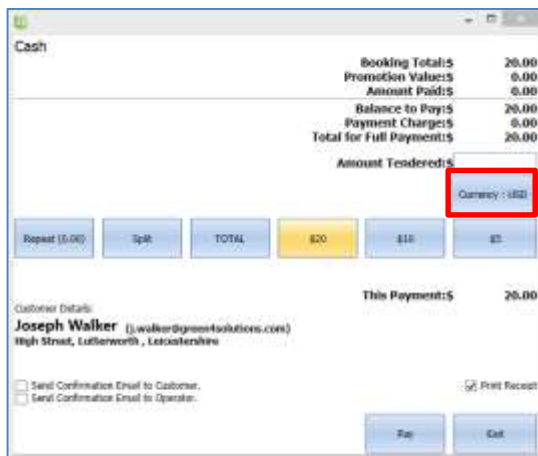
## STEP 2. COMPLETING PAYMENT AND RECEIVING CHANGE

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.

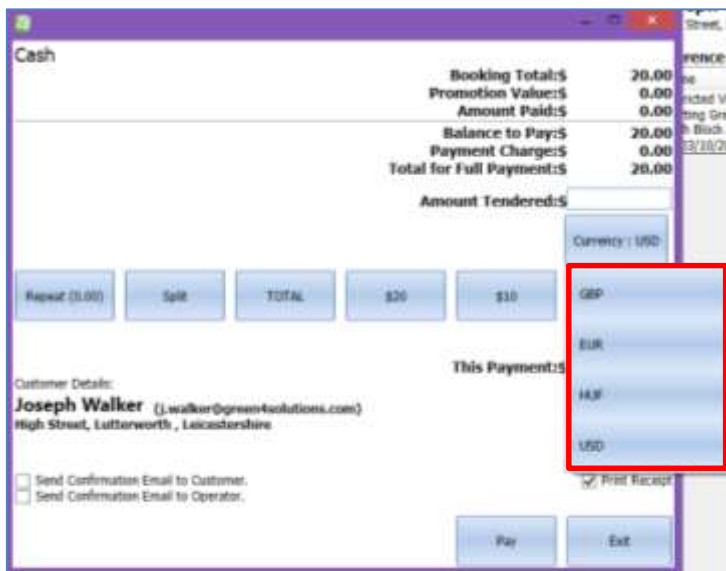
Additionally, any change is only given in one set currency (This has been set in CRM) If a customer is to receive change, again this will be converted accordingly into the appropriate change currency whilst issuing a message to the POS Operator on the correct amount to give.

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.



- Select the Optional Currency that the payment is wished 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 that must be given for this payment, this will be converted to the currency that has been entered as the Change Paid Currency in CRM.

Message

**i** 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.

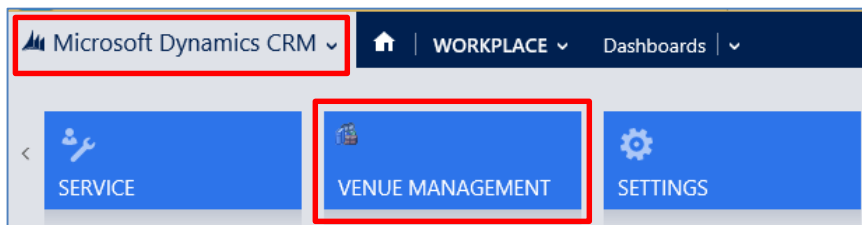
With this comes the ability for a Cash Handling Report to be generated, giving precise information on the initial and final float amount as well as recording any lifts and drops into the float session.

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

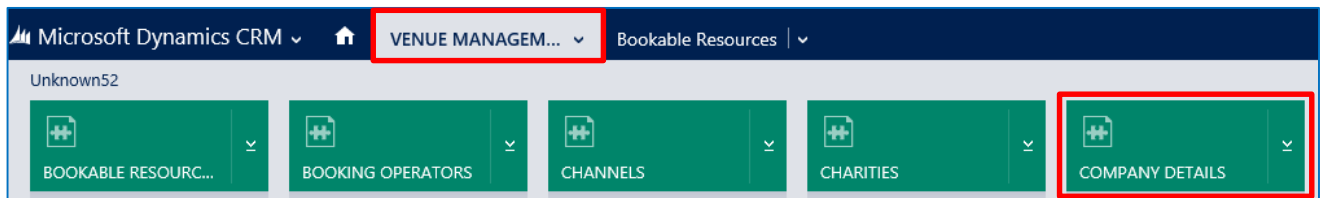
Within the Company Details sits the options to control whether an Operator or Witness require a pin to add or take money out of the till.

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

- Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



- Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Company Details**.



- The Active Company Details page will be shown, 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	--
Witness Pin Required	--

- 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.

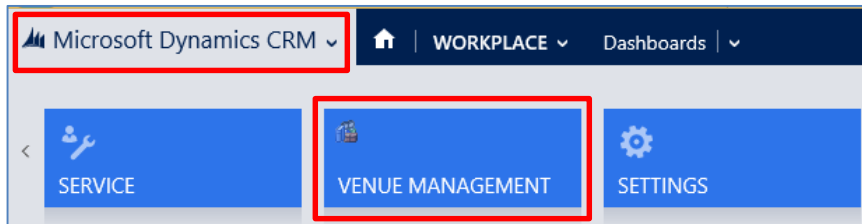
- Select the **Save** icon in the bottom right hand corner of the form.

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

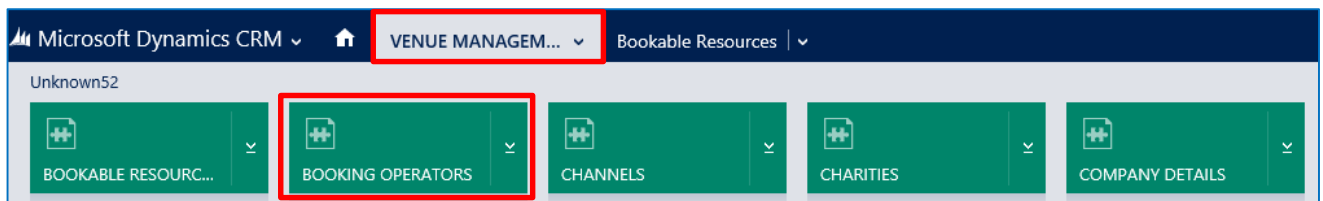
This step can be skipped if **Witness Pin Required** has been set to **No** during [Step 1](#). If the **Witness Pin Required** has been set to **Yes**, it is important to distinguish which Booking Operator can use their Pin and act as a Witness. For example the Ticket Office Manager may be the only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

To set Booking Operators to be Witnesses, complete the following:

- a) Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



- b) Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Booking Operators**.



- c) The Active Booking Operators page will be shown, select and open the Booking Operator whose pin can be used as a Witness Pin.
- d) Within the Booking Operator form, ensure the following flag has been set:

Cash Handling Admin	Yes
---------------------	-----

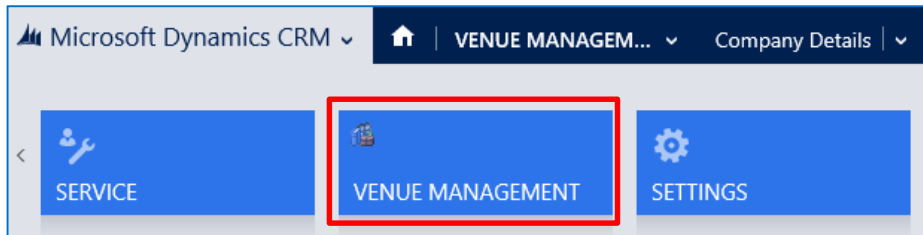
- **Cash Handling Admin.** Select **Yes** for the Booking Operator to be able to use their pin as a Witness Pin during the Cash Handling process in the POS.
- e) Select the **Save** icon in the bottom right hand corner of the form. Repeat the above process for any other Booking Operators who can act as witnesses.

## STEP 3. SETTING THE TILL POD LIMIT IN THE CHANNEL

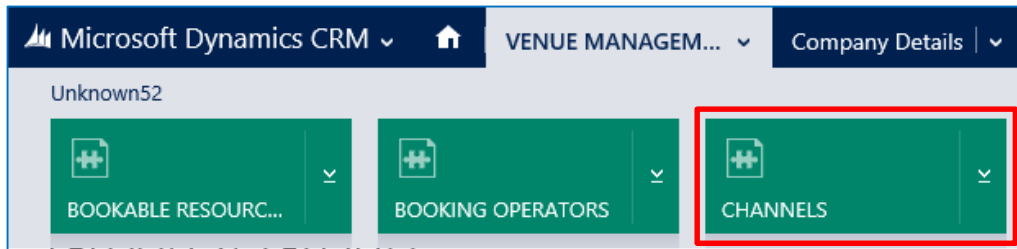
A Till Pod Limit can be set with the Channel settings. This will control the amount of money that can be held in the till until a warning will be displayed if the amount has been exceeded. Furthermore a setting in the Channel controls if the Terminal Float Session window will automatically open when 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) Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



- b) Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Channels**.



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

Pod Limits		
Till Pod Limit	--	Till Pod Limit Warning
Session Turns on Cash	No	--

#### Pod Limits

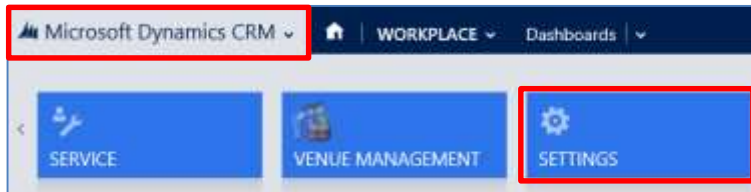
- **Till Pod Limit.** Enter the price in which when the tills reaches this figure a warning will be displayed, pre-empting for the till to be emptied.
  - **Till Pod Limit Warning Interval.** Enter the number of bookings that have to be made for a Till Pod Limit Warning message to appear on the POS. 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.
- e) Select the **Save** icon in the bottom right hand corner of the screen.

## STEP 4. CASH HANDLING SESSSION 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:

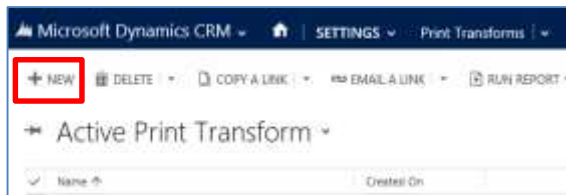
- a) Select the **Microsoft Dynamics CRM** tab in the navigation bar and from the drop down scroll across and select **Settings**.



- b) Select the **Settings** tab in the navigation bar before choosing **Print Transforms** from the drop down.



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



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



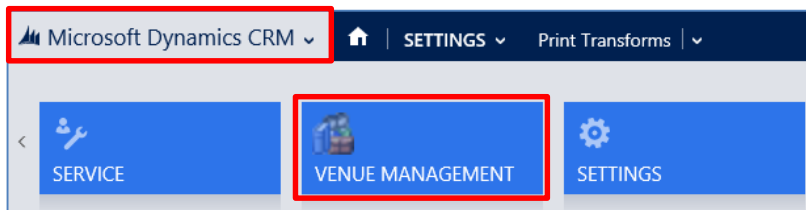
### General

- **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.

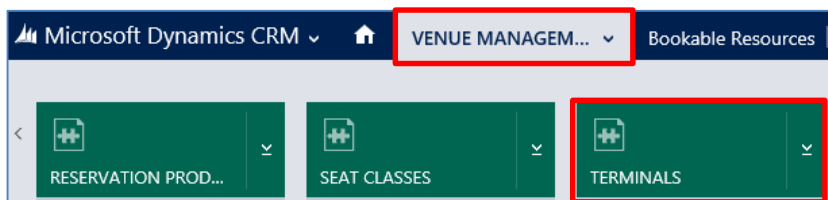
XSLT

- **Transform.** Enter the Cash Handling Session Report Print Transform here. This can be found by contacting a Green 4 Consultant.

- e) Select **Save and Close** on the ribbon. Next the Print Transform must be linked to the relevant Terminal.
- f) Select the **Microsoft Dynamics CRM** tab from the navigation bar and from the drop down choose Venue **Management**.



- g) Select the **Venue Management** tab in the navigation bar before scrolling across and selecting **Terminals**.



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

Session Report Print: --	Session Report Tran: --
--------------------------	-------------------------

- **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.
- j) Select the **Save** icon in the bottom right hand corner of the form.

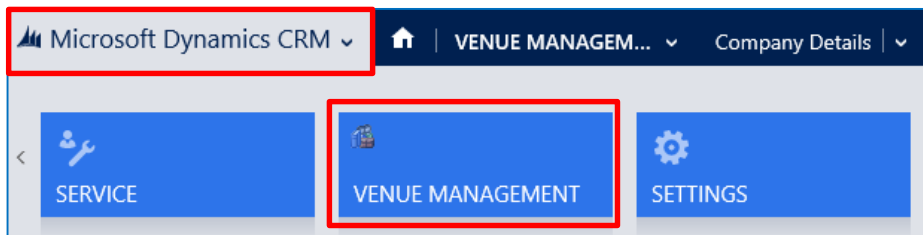
## STEP 5. TERMINAL FLOAT SESSIONS

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.

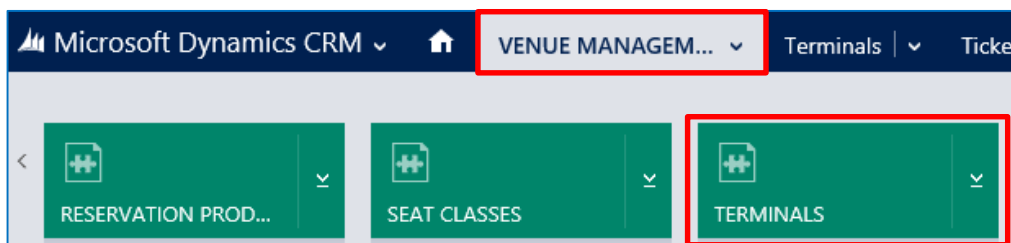
Linked to a Terminal Float Session are the Booking Payments that were made during the Float Sessions. A Terminal Float Session Transaction is linked, which displays all the transactions that have taken place during the float session such as the Initial Float as well as any Lifts and Drops.

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

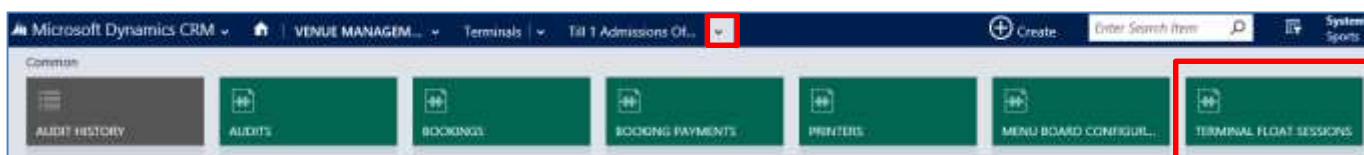
- a) Within CRM, select the **Microsoft Dynamics CRM** tab in the navigation bar before scrolling across and choosing **Venue Management** from the drop down.



- b) Next select the **Venue Management** tab in the navigation bar and from the drop down choose **Terminals**.



- c) A list of the currently Active Terminals will be displayed, select and open the Terminal which the Terminal Float Sessions should be viewed in.
- d) Within the Terminal form, select the small arrow in the navigation bar next to the Name of the Terminal and from the drop down select **Terminal Float Session**.



- e) 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.

Microsoft Dynamics CRM | VENUE MANAGEM... | Terminals | Ticket Office Till

TERMINAL : INFORMATION

## Ticket Office Till

Terminal Float Session Associated...

+ ADD NEW TERMINAL FLO... + ADD EXISTING TERMINAL... BULK DELETE CHART PANE RUN REPORT EXPORT TERMINAL FLOAT...

Terminal	Start Date Time	End Date Time
Ticket Office Till	01/09/2015 08:00	

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

Microsoft Dynamics CRM | VENUE MANAGEM... | Terminals | D1 - 1409201511:41

TERMINAL FLOAT SESSION : INFORMATION

## D1 - 1409201511:41

General

Name \* D1 - 1409201511:41

Terminal Ticket Office Till

Session Start

Start Date Time 01/09/2015 08:00 Float added by Steve Worthing

Float Add Witness Steve Worthing

Session End

End Date Time -- Float Removed By --

Float Removal Witness --

Notes

- g) The Terminal Float Session form will display the Session Start and End Date/Time as well as who the float was added and removed by. Any Witness that has Added or Removed a float will also be displayed.
- h) Select the small arrow next to the name of the Terminal Float Session. This will display the related options of **Booking Payments** and **Terminal Float Session Transactions**.

Microsoft Dynamics CRM | VENUE MANAGEM... | Terminals | D1 - 1409201511:41

Common

ACTIVITIES CLOSED ACTIVITIES CONNECTIONS AUDIT HISTORY BOOKING PAYMENTS TERMINAL FLOAT SESSIONS

- i) Select **Booking Payments** for all Booking Payments that have been made whilst the selected Terminal Float Session has been opened to be shown.
- j) 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.

Microsoft Dynamics CRM | VENUE MANAGEM... | Terminals | D1 - 1409201511:41

TERMINAL FLOAT SESSION : INFORMATION

D1 - 1409201511:41

Terminal Float Session Transactio...

+ ADD NEW TERMINAL FLO... | + ADD EXISTING TERMINAL... | BULK DELETE | CHART PANE \* | RUN REPORT \* | EXPORT TERMINAL FLOAT...

Created On	Transaction T...	Currency	Transaction A...	Transaction A...
15/09/2015 12:39	Initial Float	Pound Sterling	£100.00	£161.55
15/09/2015 12:39	Lift	Pound Sterling	£10.00	£16.16
15/09/2015 12:40	Drop	Pound Sterling	£20.00	£32.31
15/09/2015 12:40	Final Float	Pound Sterling	£200.00	£323.10



## 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.

The screenshot shows the StadiumTest POS interface. At the top, there's a header with 'StadiumTest' and '01, Steve Worthing'. Below this is a navigation bar with tabs: 'Current Booking', 'Find Booking', 'Find Seat', 'Tabs', 'Customer', 'Coupon', 'Cashless Accounts', 'Other', and 'Access Gate'. On the right, there are buttons for 'Currency: GBP', 'Cash Handling', 'Till Report', 'Open Till', 'LOCK', 'Logout', 'Home', and 'Back'. The main area has three buttons: 'Features', 'Series', and 'Other'. A 'Terminal Float Session' window is open in the center, containing fields for 'Amount' and 'Currency', and buttons for 'Add Float', 'Session Start', 'Session End', and 'Cancel'. On the right, there's a 'Reference No.' section with a table header: 'Name', 'Unit', 'Qty', 'Line'.

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

The screenshot shows the StadiumTest POS interface with the 'Cash Handling' tab selected in the top navigation bar. The 'Terminal Float Session' window is not present. Instead, a 'Cash Handling' window is open in the center, containing buttons for 'Start/End Session', 'Lift/Drop/Exchange', and 'Report'. The 'Start/End Session' button is highlighted with a red box. The rest of the interface is the same as the previous screenshot.

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

The screenshot shows the 'Terminal Float Session' window. At the top, there are input fields for 'Amount' and a dropdown for 'Currency'. Below these is a table with columns 'Amount' and 'Currency'. At the bottom, there are input fields for 'Operator PIN' and 'Witness PIN', and four 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.

This close-up shows the 'Amount' field with the value '300' and the 'Currency' dropdown menu set to 'GBP'.

- 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.

This screenshot shows the 'Terminal Float Session' window after the 'Add Float' button has been clicked. The 'Amount' field now contains '300' and the 'Currency' dropdown is set to 'GBP'. The 'Add Float' button is highlighted with a red box.

- 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.

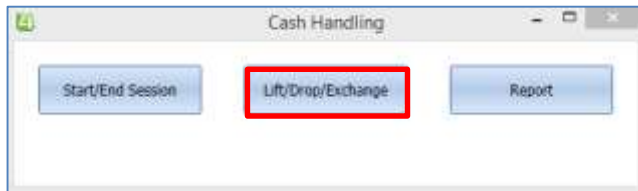
This screenshot shows the 'Operator PIN' and 'Witness PIN' input fields, which are required for starting a session if the corresponding flags are set to 'Yes' in the CRM.

## 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:

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



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

### Till Lifts and Till Drop

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

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

- 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.

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.

- e) 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:

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

- b) 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) Firstly 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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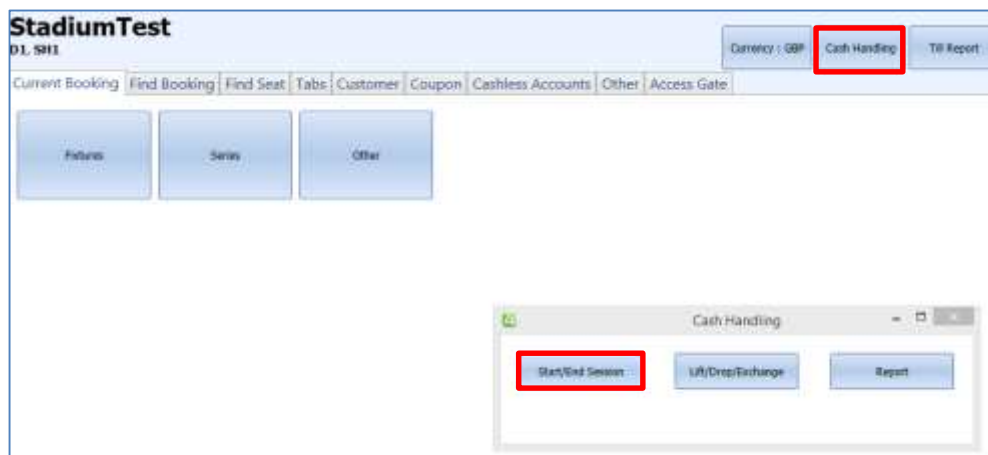
Transaction Details:

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.



- The Terminal Float Session window will open.



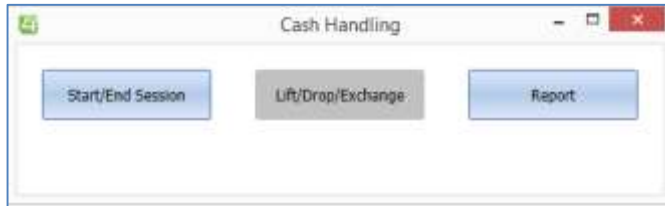




**Note.** If the flags **Operator Pin Required** and/or **Witness Pin Required** have been set to **Yes** in the Company Details form of CRM it will be necessary to enter an Operator and/or Witness PIN in order to end the session.

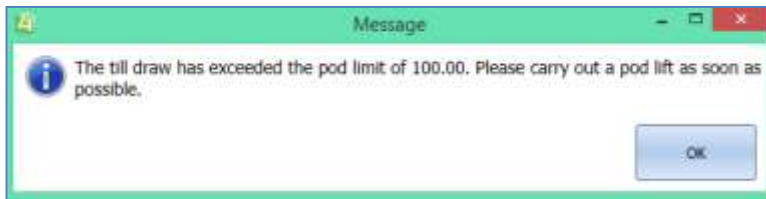
Operator PIN	<input type="text"/>	Witness PIN	<input type="text"/>
--------------	----------------------	-------------	----------------------

- f) The Cash Handling Window will be displayed, 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**